

# ANNUAL REPORT 2016–17



**The Honourable Marlene Kairouz**  
**Minister for Consumer Affairs, Gaming and Liquor Regulation**

Level 26, 121 Exhibition Street  
Melbourne  
Victoria 3000

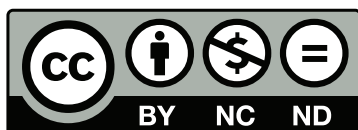
Dear Minister

I am pleased to present the Victorian Responsible Gambling Foundation's annual report for the year ending 30 June 2017 in accordance with the *Financial Management Act 1994*.



Julie Ligeti  
Chair

2 October 2017



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**Cover image:** Mariella Teuira, a player with Reclink, one of our Sporting Club Program partners, at a cricket match during Responsible Gambling Awareness Week 2016

**Design:** Ben Galpin Graphic Design

**Photography:** Ross Bird – cover, page 12; Jay Hynes – pages 25 and 29;  
Paul Jeffers – pages 2, 4, 5, 8, 10, 14, 17, 19, 21, 34, 38, 45, 46 and 66;  
Meredith O'Shea – pages 23 and 27; Liz Vagg – page 36

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Young cricketers at Kingston Hawthorn Cricket Club during Cricket Victoria's first 'Love the Game' themed round

# OVERVIEW

## About the foundation

The Victorian Responsible Gambling Foundation is a statutory authority created by the Victorian Parliament specifically to address the challenge of gambling harm in the Victorian community.

### Our vision

A Victoria free from gambling-related harm

### Our mission

To improve the health and wellbeing of Victorians by working with our communities and government to deliver effective, evidence-based initiatives and innovative approaches to prevent gambling harm and provide support for those seeking help

### Our strategic objectives for 2016–17

Our strategic objectives guide our work and reflect the current issues we are addressing within the gambling environment. This year our focus was to:



Reduce the levels of harm experienced by vulnerable or at-risk gamblers.



Increase engagement of parents and young people on the topic of gambling to better educate them on the risks of gambling and ways to prevent harm.



Interrupt the normalisation of gambling, particularly within sport and through new online technologies.



Establish the foundation as a key source of advice and information to enable the government to implement effective policies to reduce gambling harm.



Enable earlier intervention and engagement with Gambler's Help services and improve the effectiveness of treatment programs.



# Highlights at a glance

Clubs committing to healthy and safe environments through our Sporting Club Program increased from

**184 to 276**

including 43 new clubs from regional Victoria



We rolled out new Responsible Service of Gaming training and supported **436 venues** across Victoria to provide safer environments for customers

People receiving online chat counselling at [gamblinghelponline.org.au](http://gamblinghelponline.org.au) increased by

**46%**

Telephone peer support from volunteers with lived experience of gambling harm achieved

**95%**  
caller satisfaction

**44 training events**

supported Gambler's Help and other sectors to provide Victorians with high quality, integrated services



Strong community engagement saw **42%** more people seeking support from Aboriginal Gambler's Help

Gambler's Help agencies worked to ensure **multiple entry points** for Victorians through 88 projects with local services from other sectors

For more detail on our performance, see pages 10–38.



17

prevention and early intervention projects **raised awareness** about gambling harm and **built resilience** in local communities

### 'Harm starts earlier than you think'

campaign helped people identify the early signs of harm and encouraged them to reflect on their gambling



People accessing In-language Gambler's Help services in **Arabic, Chinese and Vietnamese** increased by 67% and new videos promoting the services were viewed 145 540 times



Increases in our **Facebook and Twitter followers** meant more people joined the conversation about gambling

59% 23%

[responsiblegambling.vic.gov.au](http://responsiblegambling.vic.gov.au) received

**1 174 057** page views

up by

**85%**

**Images clockwise from above:** Images clockwise from above: participants at the 'Many ways to help' conference for Gambler's Help professionals; the new Aboriginal Gambler's Help logo designed by Marcus Lee Design in consultation with Aboriginal Gambler's Help services; George Howard, striker with foundation partner Melbourne Victory; young cricketer receiving a 'Love the Game' show bag; Mario Bird, who shares his personal story of gambling harm as a community educator with prevention project ReSPIN Gambling Awareness Speakers Bureau

# Message from the chair and chief executive officer

Collaborating with and learning from others, including people with firsthand experience of gambling harm, Gambler's Help agencies, community organisations, researchers and government, can only mean better support for all Victorians, right across the state.

In 2016–17, we updated the foundation's mission statement to reflect the significant contribution stakeholders have made towards our vision of a Victoria free from gambling harm, and to mark our commitment to even closer collaboration.

Our mission is to improve the health and wellbeing of Victorians by working with our communities and government to deliver effective, evidence-based initiatives and innovative approaches to prevent gambling harm and provide support for those seeking help.

This new mission statement better reflects the public health approach we articulated in 2015, which is now the bedrock of our work. It also demonstrates our desire to contribute to, and have an impact on, strategic areas of government interest.

## Working together to benefit all Victorians

Our public health approach means we focus on the community as a whole, looking at how we can improve the lives of all Victorians through preventing and reducing harm from gambling.

Shared responsibility, including from individuals, community groups, industry and government, is a fundamental principle of this approach. This year we collaborated with a multitude of partners to address gambling harm across the spectrum – from the less severe to the severe end – as well as to abate the risks for people not yet experiencing harm. Also essential to this approach is recognising that certain groups are more vulnerable to harm than others, and working with these groups to tailor support to meet their needs.

A key way of addressing gambling harm is to prevent it from occurring in the first place, or to catch it early, before it escalates. Our prevention and early intervention initiatives this year included public awareness campaigns, programs for young people delivered in collaboration with schools and sporting clubs, and prevention projects run by partner organisations in their local communities.

## Addressing the normalisation of gambling for young people

Research tells us gambling advertising is having an impact on young people. A recent foundation-funded study found that 75 per cent of 8- to 16-year-olds think gambling is a normal part of sport.

Given the strong evidence, we consider young people, particularly young males, to be a highly vulnerable group and at risk of gambling harm as they move into adulthood. Addressing the normalisation of gambling, especially in relation to sport, is a high priority for the foundation.

Our 'Love the game, not the odds' campaign drew attention to the way many young people see sport, and reached out to parents to raise their awareness of the risks young people face, and to support them to talk to their kids about the myths and risks of gambling.



## Learning from evidence

The foundation's research program is pivotal to our work. We partner with researchers from a variety of disciplines, and this year published a number of independent, investigator-initiated studies into gambling and gambling harm. The findings are widely available to stakeholders and the Victorian community.

Our new background paper, *Hidden harm: low-risk and moderate-risk gambling*, looked at the research on harm experienced by people who don't have serious gambling issues but are considered at risk of developing them. The evidence on early harm has heavily informed our prevention work, including the campaign, 'Harm from gambling starts earlier than you think', which we launched in April 2017 to assist people who gamble to identify risky behaviour and take action to head off harm.

## Outlook for the year ahead

In 2017–18 we look forward to embedding our new mission through strengthened relationships with partners and stakeholders. We will launch our stakeholder engagement strategy to ensure collaboration and partnerships remain central to our work, as well as our statement of intent and action plan on how we work in rural communities, regional areas and outer-metropolitan Melbourne.

We will continue to work with partners to build on the evidence relating to harm from gambling. In the coming year we will support research grant recipients as they commence projects funded in the final round of our 2015–18 research agenda. These projects are exploring gambling harm among Aboriginal Victorians, culturally and linguistically diverse communities and older people, as well as looking at gambling harm in the context of family violence.

We look forward to launching our new research agenda for 2018–22, which is the result of collaboration with stakeholders, including researchers and Gambler's Help agencies.

We will continue to strengthen our focus on prevention and early intervention. Over the next two years we will provide \$3.87 million to partners delivering 14 new projects to help prevent gambling harm across Victoria.

Measuring the outcomes and impacts of our work will also be a strong focus. We will continue to make improvements in how we capture data and evaluate the effectiveness of our activities.

## Farewells and new appointments

This year we said farewell to Chief Executive Officer Serge Sardo after four years with the foundation. Serge was CEO during the establishment period of the agency and created a strong team.

We would like to acknowledge the support and leadership of Acting Chief Executive Officer Craig Swift, who deftly led the organisation for more than six months during the 2016–17 year.

From the board we farewell Tim McCurdy, the Member for Ovens Valley, and thank him for his support.

We also welcome Dr Zoe Wainer and Tass Mousaferiadis to our board.



**Julie Ligeti**  
Chair

**Louise Glanville**  
Chief Executive Officer

**Louise Glanville (left) and Julie Ligeti**



**Chantelle McGuinness, Financial  
Counselling and Community  
Engagement Service, Victorian  
Aboriginal Health Service**



# OUR WORK

## What we do

The foundation works at a whole-of-community level to understand groups at high risk of gambling harm, to influence attitudes, to promote safer gambling and to offer support services for people experiencing harm from gambling.

## Our key functions

Our key functions for achieving our objectives are:

- to undertake preventative and other activities to address the causes of gambling harm
- to deliver education and information programs to promote responsible gambling behaviour, including increasing community awareness of the risks associated with gambling and encouraging people experiencing gambling harm to seek help
- to fund support, counselling and intervention services for those experiencing gambling harm
- to be a key source of information and advice in relation to the regulation of gambling under gambling legislation, including the granting of licences and permits
- to be a key source of information to enable people to make submissions to, and participate in, inquiries and public consultations relating to gambling
- to undertake research and evaluation activities related to our work
- to advocate to government and provide policy advice to the Minister for Consumer Affairs, Gaming and Liquor Regulation on any matter related to our work.

## Our values and behaviour

The Victorian public sector values underpin the behaviour of all foundation employees. These values, as outlined in Section 7 of the *Public Administration Act 2004*, are:

- responsiveness
- integrity
- impartiality
- accountability
- respect
- leadership
- human rights.

Acting in accordance with these values strengthens our capacity to operate effectively and achieve our objectives. See pages 55–59 for more information about our people.



## Our performance

The foundation's business plan for 2016–17 outlined our priorities and a range of initiatives for meeting our objectives this year.

We worked with partners to build on our programs and services so they continue to meet the needs of people experiencing harm from gambling, their families and friends and the Victorian community.

The following eight business imperatives, which are part of a four-year strategy for achieving our vision and mission, guided our work:

- Provide a range of treatment and support services across multiple delivery platforms.
- Deliver prevention activities targeting vulnerable groups and others across the life cycle and in different settings.
- Monitor and influence safer gambling environments.
- Influence community attitudes and behaviours towards gambling.
- Build the gambling knowledge base, research capacity and evidence of effective measures to reduce harm.
- Build capacity for collaboration among health and community service professionals to improve pathways.
- Engage with stakeholders and networks who have an interest in reducing gambling-related harm.
- Develop evidence-based policy positions to advise governments on reducing harm from gambling.

This section examines our performance against each of these business imperatives, including key achievements. Icons under each key achievement indicate the strategic objectives for 2016–17 that guided the work (see page 3).



Members of the Macedonian community taking part in activities run by the Macedonian Community Welfare Association to prevent gambling harm

## Provide a range of treatment and support services across multiple delivery platforms

We work closely with our funded Gambler's Help agencies, who provide a range of services for Victorians experiencing harm from gambling, including support tailored to the needs of individuals and communities at particular risk of harm.

Our relationships and partnerships with other health and community services, peak bodies and government departments are also vital to this work. Strengthened integration with other sectors this year has increased awareness and reach of Gambler's Help services and enabled us to offer more entry points for those seeking help.

Victorians in metropolitan and regional areas can access:

- face-to-face Gambler's Help counselling and support, with specific tailored services available for Arabic-, Chinese- and Vietnamese-speaking communities and Aboriginal communities
- information, referral and counselling by telephone via our Gambler's Help line and Gambler's Help Youthline, 24 hours a day, seven days a week
- telephone support from volunteers with lived experience of gambling harm via our Peer Connection and Chinese Peer Connection programs
- online chat and email-based counselling and support via Gambling Help Online, 24 hours a day, seven days a week
- online information and self-help tools, including links and referrals to Gambler's Help and other support services, via the foundation's website.

## Key achievements

### High quality treatment and support for Victorians experiencing harm from gambling

This year we funded 11 mainstream Gambler's Help agencies, seven In-language Gambler's Help agencies and four Aboriginal Gambler's Help agencies to provide counselling and support services for people experiencing gambling harm. These agencies helped Victorians in 108 locations across the state.

The 22 agencies also enabled the foundation to learn more about issues faced by people experiencing harm from gambling, by their communities and by sector professionals. This greater depth of understanding helps us improve and strengthen our response to gambling harm in Victoria, including how we deliver an effective and flexible Gambler's Help service model.

This year we continued to provide all Gambler's Help agencies with support and opportunities for sharing information, showcasing activities and undertaking professional development. This included running seven Gambler's Help forums in metropolitan and regional Victoria, hosting regular network meetings, revamping our monthly *Gambler's Help Bulletin* eNewsletter and producing material to promote services.

These agencies helped Victorians in 108 locations across the state.

In strengthening connections between mainstream, In-language and Aboriginal Gambler's Help agencies, we seek to offer a high quality service that is accessible to all Victorians.







Performers who told their stories of gambling harm in the lived experience theatre project *Three Sides of the Coin* (run by Link Health and Community and the Australian Vietnamese Women's Association)

## Tailored services for culturally and linguistically diverse communities

The foundation funds seven organisations to deliver In-language Gambler's Help services in Mandarin, Cantonese, Vietnamese and Arabic. This includes the Federation of Chinese Associations, which joined in October 2016 to expand our services for the Chinese-speaking community.

This year we worked with the agencies to implement recommendations from a 2016 review of the in-language services. This included a revised service model to support agencies to better develop culturally appropriate and accessible services for their communities.

Tailored approaches included providing:

- family and group counselling for Arabic-speaking communities
- group counselling and education to Vietnamese people in prison due to gambling-related crime
- education and support to overseas students within the Chinese community.

The Multicultural Centre for Women's Health expanded its reach through educating and empowering women in regional Victoria to make informed decisions about their health and wellbeing, including in relation to gambling.

In 2016–17, the number of clients receiving support from In-language Gambler's Help increased by 67 per cent.



## Working with Aboriginal communities to reduce harm from gambling

We work in partnership with four Aboriginal Community Controlled Health Services to provide support for Aboriginal people and communities affected by harm from gambling. These agencies offer client and community engagement activities developed in response to the aspirations of their communities. Client services may cover counselling support, financial counselling and traditional healing programs.

This year, Aboriginal Gambler's Help, supported by mainstream Gambler's Help services, ran a community campaign encouraging Aboriginal people to talk about the risks of harm from gambling, while acknowledging it is a valued activity in many communities. As part of the 'Let's start talking' campaign, Aboriginal gambling expert Ashley Gordon delivered three regional community engagement workshops.



Other highlights of the year include:

- The Mallee District Aboriginal Service undertook the first research into gambling within a Victorian Aboriginal community, with the findings providing insight into the relevance of gambling within the community and the depth of harm experienced.
- Chantelle McGuinness, financial counsellor at the Victorian Aboriginal Health Service, presented on gambling in Aboriginal communities at the 15th World Congress of Public Health in Melbourne.
- The Gippsland and East Gippsland Aboriginal Co-operative coordinated the Brabuwoolooong Classic Golf Tournament, which brought Aboriginal men together with Elders, on Country, to talk about issues of concern within the community, including harm from gambling.
- The Rumbalara Aboriginal Co-operative coordinated a workshop on harm from gambling that engaged young men within the community corrections system. This workshop provided the first opportunity for many of these young men to talk about how gambling has affected their lives, particularly as children.

In 2016–17, Aboriginal Gambler’s Help provided services to 472 clients affected by gambling, including families and friends of gamblers (up 43 per cent).



## Online help is an increasingly popular option for Victorians

Gambling Help Online is a national 24-hour online and email-based counselling and support service administered by the foundation and delivered by Turning Point, Eastern Health.

This year the number of visitors to [gamblinghelponline.org.au](http://gamblinghelponline.org.au) increased by 93 per cent. ‘Chat counselling’ client numbers rose by 46 per cent. These increases are in part due to improvements to the usability of the website, as well as to online assistance becoming a more common choice for people seeking help.

The foundation’s website also offers information and self-help tools for people experiencing gambling harm, including links and referrals to Gambler’s Help and other support services. Views of web pages with content for help-seekers increased by 39 per cent this year.

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This year the number of visitors to [gamblinghelponline.org.au](http://gamblinghelponline.org.au) increased by 93 per cent.

With input from Gambler’s Help agencies, this year we continued work on integrating the help options offered by these two websites. This includes developing a new self-help tool with elements of cognitive behavioural therapy (CBT) and revamping our 100 Day Challenge tool for setting and following through on personal goals related to reducing gambling. This work will progress in 2017–18 as part of the foundation’s website redevelopment project.



## Working across sectors for a more seamless experience for people seeking help

Reaching out to other sectors with clients in common is an important aspect of supporting Victorians at risk of harm from gambling. This year the mainstream Gambler’s Help services strengthened cross-sector collaboration by engaging with other local services to help them better understand, identify and respond to gambling harm, including referral to Gambler’s Help.

In partnership with other community and health organisations, the agencies developed and implemented 88 integrated service activity plans, informed by research and driven by local need. These projects spanned the mental health, corrections, youth, alcohol and drug, family violence, culturally and linguistically diverse and Aboriginal services sectors. The projects included the following:

- LaTrobe Community Health Service provided monthly financial counselling and education about the risks of gambling in a residential mental health facility in Gippsland.
- Connect Health and Community partnered with St Kilda Legal Service to develop resources for magistrates on gambling harm, and information for clients on how to self-refer. The next step is to deliver information sessions for magistrates.

- Anglicare Victoria developed an intake and screening tool for general practitioners that resulted in a 10 per cent increase in referrals from general practitioners to their service.
- Gambler's Help services partnered with Turning Point Alcohol and Drug Centre to deliver service integration training to alcohol and drug professionals across Victoria.

To read about a collaboration between Gambler's Help and family violence services in western Victoria, see page 17.



Projects spanned the mental health, corrections, youth, alcohol and drug, family violence, culturally and linguistically diverse and Aboriginal services sectors.

### Using personal experience of gambling harm to assist others

Peer support programs offer an alternative to professional counselling in the form of support from trained volunteers who have been through the issues, fears and challenges faced by clients.

The foundation funds Peer Connection and Chinese Peer Connection to deliver free, confidential and anonymous telephone support for people experiencing harm from gambling, including someone else's gambling. Chinese Peer Connection offers support in Cantonese and Mandarin, as well as in English. The participation of the volunteers providing these high quality services increases choice and control for people seeking help.

In 2016–17, the two programs achieved a 95 per cent caller satisfaction rate.

These valuable lived experience initiatives have informed the development of the foundation's pilot lived experience program (see opposite).



The participation of the volunteers providing these high quality services increases choice and control for people seeking help.



Elizabeth Papettas,  
volunteer with  
Peer Connection

## More support for Victorians through lived experience groups

Strong evidence is emerging about the benefits of peer-led support in recovery from gambling harm. Lived experience groups enable people to speak to others who have been through the same or similar experiences. These groups have enormous potential to break down self-stigma and the feeling of being judged. Peer-led support may be a preference for some people, while others may find it helpful to receive support from both a lived experience group and a professional counsellor.

Last year the foundation commenced consultation on a project to design and deliver this additional support option via Gambler's Help agencies. Key partners in this project include people with lived experience of gambling harm, Gambler's Help agencies, and other organisations that have developed lived experience groups.

These groups have enormous potential to break down self-stigma and the feeling of being judged.

Work progressed this year on developing an overarching strategy documenting our understanding of lived experience and how we intend to engage with it. We have also been working closely with Gambler's Help agency Banyule Community Health to plan a pilot group at the agency.

Following the pilot in 2017–18, we will finalise guidelines for lived experience groups, provide training to Gambler's Help agencies and people with lived experience (on how to facilitate groups), and develop a comprehensive framework for evaluating this new service offering.



## Facts and figures

### Mainstream Gambler's Help counselling

Therapeutic counselling	2016–17	2015–16	% variance	
Hours	51 205	56 521	↓	9%
Clients	4 389	4 280	↑	3%
Sessions	22 604	27 340	↓	17%

Financial counselling	2016–17	2015–16	% variance	
Hours	19 526	19 049	↑	3%
Clients	2 262	2 152	↑	5%
Sessions	10 573	10 915	↓	3%

Mainstream agencies continued to perform at a high level in 2016–17, with more clients engaged in both therapeutic and financial counselling than last year. Clients engaged for an average of five sessions. The number of sessions and hours (for therapeutic counselling) reduced this year – we will continue to monitor this data and work with agencies to gain greater understanding of trends and changes.

### In-language Gambler's Help

In-language Gambler's Help counselling	2016–17	2015–16	% variance	
All clients	445	267	↑	67%

The significant increase in help and support provided to individuals and their families by In-language Gambler's Help is a positive outcome. New videos produced in consultation with the services resulted in 145 540 YouTube views. These, along with the community engagement activities of the agencies, are resulting in a growing awareness of gambling harm in the Arabic-, Chinese- and Vietnamese-speaking communities.



## Aboriginal Gambler's Help

Aboriginal Gambler's Help counselling	2016–17	2015–16	% variance	
Counselling clients	386	152	↑	154%
Financial counselling clients	86	179	↓	52%

The overall increase in the number of Aboriginal people receiving support from Aboriginal Gambler's Help is a positive outcome. The decline in the number of people receiving financial counselling is due to one agency strategically moving to a stronger community engagement approach. The advantage of the community engagement approach is that greater numbers of people in the Aboriginal community will become aware of the potential harm from gambling.

## Gambler's Help line and Youthline telephone services

	2016–17	2015–16	% variance	
Calls to Gambler's Help line	9132	9284	↓	2%
Average call duration to Gambler's Help line (minutes)	13:05	12:53	↑	2%
Calls to Youthline	205	320	↓	36%
Average call duration to Youthline (minutes)	12:43	8:49	↑	44%

Calls to the Gambler's Help line declined slightly, however, the average time spent on calls continued to trend upwards. This reflects the level of specialist help people receive when they call, as well as the more detailed assessment they receive to ensure they are directed to the most appropriate support service. The decline in calls to Youthline can be attributed to young people more likely seeking help online and from friends and established helpline services that directly target young people.

## Online help services\*

	2016–17	2015–16	% variance	
Page views of Victorian Responsible Gambling Foundation website help pages**	430250	308668	↑	39%
Page views of gamblinghelponline.org.au	135725	133726	↑	1.5%
Chat counselling clients on Gambling Help Online	2566	1763	↑	46%
Email counselling clients on Gambling Help Online	61	95	↓	36%

\* All data relates to Victoria only unless otherwise indicated.

\*\* Data is not limited to Victoria.

The positive trend towards people seeking online information and help continued this year. This supports our move towards offering more online help options, based on evidence about help-seeking and stigma suggesting it is the preferred way for most people to seek help.

The Gambling Help Online website was redeveloped during 2016–17, and the increase in chat counselling sessions reflects the significant improvements in website usability. The decline in the number of email counselling clients can be attributed to an increasing preference for real-time chat counselling.

Improved targeting of help messages and greater search engine optimisation have led to more traffic coming to the help pages on the foundation website.

## Performance against target\* – timeliness of Gambler's Help services

Our performance this year against our target for providing Gambler's Help clients with a service within five days of referral is as follows:

2016–17 target	2016–17 outcome	variance	
98%	94%	↓	4%

\* The 2016–17 Victorian State Budget sets a number of output performance measures and targets for departments and their agencies and statutory bodies in Budget Paper 3 Service Delivery. The Victorian Responsible Gambling Foundation falls within the portfolio of the Department of Justice and Regulation.

The actual is below the target due to a number of factors, including increased demand for the service over the past two years and the processes governing the input of information into the Gambler's Help data system. Data recording and reporting mechanisms will continue to be monitored and improved.



Members of the Gambler's Help team at Child and Family Services in Ballarat: Sharon Fecteau, program manager of Family and Early Childhood Services (front); Leah Hutchinson, therapeutic counsellor; Bob Reid, venue support worker

## Collaboration across sectors in regional Victoria



### **Child and Family Services (CAFS) in Ballarat is one of many Gambler's Help agencies working to build the capacity of other sectors to respond to gambling harm.**

The CAFS Gambler's Help team provides services to people in the Grampians region, covering 12 local government areas extending from Bacchus Marsh to the South Australian border. The service offers help and support to individuals and engages with communities in western Victoria to increase awareness about gambling harm.

#### **Partnerships provide stronger services**

The evidence tells us that where services work together and share their expertise, clients benefit from a much more holistic experience that helps them improve their lives.

This year, as part of a foundation focus on more local cross-sector collaboration, the Grampians Gambler's Help team worked to increase community awareness about Gambler's Help and build relationships with other organisations within the region.

'We're trying to work with services in our catchment and our community to increase awareness of gambling harm and assist them with referrals to the service,' says Sharon Fecteau, program manager of Family and Early Childhood Services at CAFS.

#### **Gambling harm and family violence**

Recent research shows gambling issues can be a contextual factor in situations of family violence. A 2015 Australian study found family violence is three times more likely to occur in families in which there is serious gambling harm, than

in families in which there are no gambling issues. Further research suggests some women experiencing family violence use gaming venues as a safe space, which may in turn put them at risk of developing gambling issues.

These findings highlight the need for family violence and Gambler's Help services to work together to develop joint responses to better assist clients where necessary. This could include screening and assessment for a range of issues, such as gambling problems, family violence, alcohol and drug use problems and mental health issues.

Given that rates of reported family violence in the Grampians region are higher than the state average, the Grampians Gambler's Help team sought to increase awareness of gambling harm and develop partnerships with local family violence services.

The team laid solid foundations for this work through:

- running an education session with the CAFS Men and Family Relationships program
- presenting to family violence workers at Grampians Community Health
- educating local legal and other services, including with the Central Highlands Legal Centre, Victoria Legal Aid and WRISC Family Violence Support, to raise awareness of financial abuse as an aspect of gambling harm.

This collaborative work is already resulting in improved services for those victims of family violence who also experience harm from gambling.

For more about our work across sectors, see pages 13–14 and 31–33.

## Deliver prevention activities targeting vulnerable groups and others across the life cycle and in different settings

Research tells us harm from gambling is not confined to people with severe gambling issues. A 2015 foundation-funded study reported 85 per cent of gambling harm in Victoria is from low-risk and moderate-risk gambling.

This evidence reinforces our public health approach to tackling harm from gambling. By focusing on the community as a whole, we aim to engage all those experiencing gambling harm, from the less severe to the severe end, and also to address the risks for people not yet experiencing harm. This includes those affected by someone else's gambling.

Essential to this approach is recognising that certain groups are more vulnerable to harm than others, and prioritising and tailoring our work to reach out to them. These groups include young people, people with culturally and linguistically diverse backgrounds and Aboriginal communities.

The foundation's prevention and early intervention work includes our:

- Sporting Club Program – working with clubs to counter the growing culture of gambling in sport and create safe and healthy club environments
- School Education Program – supporting secondary school communities to help young people develop healthy and informed attitudes to gambling as they approach adulthood
- Prevention Partnership Program – partnering with organisations across the state to raise awareness in local communities about the risks of gambling and to encourage people experiencing harm to seek help.

## Key achievements

### Sporting clubs help young members form a balanced view of gambling

We offer our Sporting Club Program to all Victorian sporting clubs to raise awareness among young people (with a focus on young men) of gambling risks and myths, and to help clubs preserve the essence of their sport by separating gambling from the game.

This year we continued to implement recommendations from a 2016 review of the program, including strengthening and expanding our partnerships with peak sporting bodies and better aligning our local and elite sporting club partnerships.

Our new, universal 'Love the Game' branding for both our local and elite sporting club programs contributed significantly to raising awareness and engagement at a local level.

New partnerships this year with Cricket Victoria and the Football Federation of Victoria helped broaden our reach beyond AFL. To celebrate our first summer sporting code partner, we held a 'Love the Game' themed cricket round, which was played by 26 Premier Cricket clubs across Victoria in February 2017 and promoted widely through Cricket Victoria and our social media channels.

These new and strengthened relationships saw a significant jump in the number of clubs signed to the program. Our target was 250 and by 30 June 2017, 276 clubs had joined the program (up from 184 last year). Of the 92 new clubs, 43 are from regional leagues across Victoria. Our partnerships with elite sporting clubs also grew to 14 this year.

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New partnerships with Cricket Victoria and the Football Federation of Victoria helped broaden our reach beyond AFL.

To read more about our partnership with Cricket Victoria, see page 21. To read more about our partnerships with elite sporting clubs and peak sporting bodies, see page 36.





Young players from Ivanhoe Junior Football Club at the launch of the 'Love the game, not the odds' campaign



## Working with school communities to raise awareness and build resilience

We offer our School Education Program to schools and youth-based organisations across Victoria to help young people and their families understand the risks of gambling and make informed decisions about gambling.

This year we worked with key education stakeholders – including the Mathematical Association of Victoria, the Department of Education and the Victorian Applied Learning Association – to develop and launch a new suite of 'Love the Game' resources for schools. This included 11 curriculum-based units of work for teachers of Year 10–12 students, a professional development video and a school gambling policy template. We also developed resources for parents, including fact sheets and newsletter content.

We distributed these resources via a mail-out to all Victorian secondary schools, presented them at five statewide teacher and youth conferences, and also made them available on our website. They form the most comprehensive suite of school education materials on gambling in Australia.

They form the most comprehensive suite of school education materials on gambling in Australia.

This year, 90 schools participated in the program through 188 student information sessions. In total, 2943 students participated in the education sessions.



## Supporting local organisations to prevent gambling harm in their communities

Our Prevention Partnership Program aims to help prevent and reduce harm from gambling within local communities across Victoria. We fund and support a wide range of community, not-for-profit, local government and public health organisations to run projects that test new ideas and build evidence for effective practice in preventing gambling harm.

This year our 2015–17 grants concluded, with 17 funded projects delivering strong models for community groups and organisations to reduce gambling harm in their local areas.

We received 57 applications of exceptional quality for the 2017–19 grants. The 14 selected projects will work with diverse groups in urban and regional Victoria, including the Aboriginal community in inner Melbourne, young men and women in the City of Brimbank, and people experiencing disadvantage in the regional areas of Bendigo, Ballarat, the Macedon Ranges and Latrobe Valley. All have a focus on building social connection and resilience to prevent and reduce gambling harm, break down stigma and encourage people affected by gambling to seek help.

All have a focus on building social connection and resilience to prevent and reduce gambling harm.

Full lists of past and present projects can be found at: [responsiblegambling.vic.gov.au/prevention](https://responsiblegambling.vic.gov.au/prevention).

To read about one of the 2015–17 projects, which we are re-funding – the Wyndham Gambling Prevention Project run by the Horn of Africa Communities Network – see page 34.



## Facts and figures

### Sporting Club Program

	2016–17	2015–16	% variance	
Number of local clubs signed to the program	276	184	↑	50%
Number of education sessions delivered to local clubs	58	53	↑	9%
Number of elite clubs signed to the program	14	12	↑	17%

The increase in the number of clubs signed to the program and the number of education sessions delivered is a result of new and strengthened partnerships with peak sporting bodies, and our expansion to more diverse sporting codes and communities, including cricket, soccer and rugby.

### School Education Program

	2016–17	2015–16	% variance	
Number of education sessions for students	188	118	↑	59%
Number of students reached through education sessions	2943	4784	↓	38%
Number of education sessions for teachers	8	10	↓	20%
Number of teachers reached through education sessions	85	106	↓	20%

The increase in the number of education sessions run and the reduction in the number of students reached reflect our decision to move to smaller interactive workshops of up to 25 students to align with best practice approaches in teaching and learning. We are looking at ways to support schools with larger year groups to deliver concurrent sessions.

The lower engagement of teachers in education sessions reflects the limited time teachers have available to attend during the term. To increase teachers' awareness of the program, we have increased our promotional activities through attending statewide conferences and promoting the program via the Mathematical Association of Victoria and the Victorian Applied Learning Association.





Minister for Consumer Affairs, Gaming and Liquor Regulation the Hon. Marlene Kairouz, with Kingston Hawthorn Cricket Club Premier League team and (L to R): Tim Richardson MP, Member for Mordialloc; Russell Thomas, chairman of Cricket Victoria; Petar Ivetic, president of Kingston Hawthorn Cricket Club

# Cricket Victoria supports safe and healthy sporting clubs



**By joining our Sporting Club Program this year, Cricket Victoria enabled us to help more summer sports communities love the game, not the odds.**

Our Sporting Club Program aims to counter the growing culture of gambling in sport by helping clubs shift the focus back to loving the game, not the odds. This includes minimising the exposure of young people to gambling activities and advertising within the club environment.

While Melbourne Big Bash cricket clubs Melbourne Stars and Melbourne Renegades were already Sporting Club Program partners, Cricket Victoria's involvement has brought many more local sporting clubs on board. We now have 276 local clubs signed to the program.

## Loving the game, not the odds – all year round

Winter sporting codes have been well represented within the program: partners include all 10 Victorian AFL clubs and AFL Victoria, as well as Melbourne Rebels Rugby Union club, Melbourne Victory Football Club and the Football Federation Victoria (which joined in 2016). The strong presence of cricket clubs now allows greater reach for our messages and program promotion throughout the summer months, particularly at the local level.

On signing the responsible gambling charter, Cricket Victoria Chief Executive Officer Tony Dodemaide said the program will increase awareness of the risks of harm from gambling and encourage players and supporters to focus on the love of the game.

'We'll be working with the Victorian cricket community to highlight the importance of this initiative and I encourage

others to be a part of it – from grassroots through to Premier Cricket level.'

## 'A great investment'

As well as local clubs signing up, the partnership with Cricket Victoria has seen 26 Premier Cricket clubs committing to the responsible gambling charter. By signing the charter, they agree to forgo sports betting sponsorship and to host information sessions on the risks of gambling for their members, volunteers, staff and players.

Northcote Cricket Club's administration manager, Shaun Hunt, says the program has allowed it to broaden discussions around gambling with its playing group and club members.

'It is a great investment, given the challenges we see at our club with young, impressionable players who are exposed to gambling behaviour and the associated risk.'

In February 2017, Cricket Victoria hosted its first 'Love the Game' themed round, with all 26 Premier League teams across Victoria taking part. Launching the round, Minister for Consumer Affairs, Gaming and Liquor Regulation the Hon. Marlene Kairouz tossed the coin before the match between Kingston Hawthorn Cricket Club and Ringwood Cricket Club. The round drew attention to the risks posed to young people by the proliferation of gambling advertising, and encouraged players, fans and communities to preserve the essence of their sport.

For more about our Sporting Club Program, see page 18.



## Monitor and influence safer gambling environments

Gambling environments and products have a strong influence on the way people engage with gambling. For example, the accessibility of venues and the different features they offer, such as poker machines, can be determining factors on where, when, on what, and how frequently someone gambles. Equally, access to products in the rapidly growing online gambling environment can shape gambling behaviour.

Stemming from the responsible service of alcohol, the concept of responsible gambling recognises that providers of gambling products bear some responsibility for the potential harm that may arise from their use. We work to support all providers within the Victorian gambling environment to meet this responsibility. This includes our Venue Support Program, which works in partnership with gaming venues to help them develop and maintain safe gambling environments that promote responsible gambling.

We also monitor the online gambling environment with a view to providing evidence and advice to government on minimising harm.

## Key achievements

### Training to help venues and their staff provide safer environments

Our Venue Support Program works to support poker machine venues and their staff to meet and exceed the requirements of industry codes of conduct relating to the responsible provision of gaming products. This includes training staff on how to identify and respond to patrons showing signs of potential gambling harm, how to refer people to Gambler's Help, self-exclusion programs and other community support services, and how to support patrons to use the YourPlay pre-commitment system to pre-set their time and money limits.

On 1 January 2017, we rolled out new Responsible Service of Gaming training. Revised in collaboration with the Victorian Office of Liquor, Gaming and Racing and the Victorian Commission for Gambling and Liquor Regulation, the training has more emphasis on the skills staff need on the gaming floor to ensure earlier responses to signs of distress. Venue support workers and Gambler's Help services provided invaluable input into the development of the training.

The training has more emphasis on the skills staff need on the gaming floor to ensure earlier responses to signs of distress.

With the rollout, our Venue Support Program is now responsible for delivering the face-to-face element of the training to all poker machine venues across Victoria, with the exception of Crown Melbourne.

This year, we delivered a range of training courses to 6771 staff in Victorian venues, including 2786 staff who completed the new Responsible Service of Gaming training.



### Consulting with industry to assist in preventing harm from gambling

We continued to work with the gambling industry, meeting regularly with key organisations such as club and hotel peak bodies, wagering providers, online betting providers and Crown Melbourne.

Our Venue Support Program is supported by a reference group that includes major industry stakeholders. The foundation also meets quarterly with the three providers of self-exclusion in Victoria: Community Clubs Victoria, Australian Hotels Association and Crown Melbourne. In 2016–17, we worked with this group to identify ways to better align self-exclusion programs with Gambler's

Help services, including improved referral processes. This consultation will lead to positive outcomes for people who choose to have themselves excluded, or banned, from particular venues.

We will continue to develop and draw on industry relationships as we work towards a Victoria free from gambling harm.



## Working with venues to promote responsible gambling messages

During Responsible Gambling Awareness Week from 17 to 23 October 2016, we worked with venues and other gambling industry stakeholders to promote responsible gambling tips and messages to their customers. These tips focused on knowing how to set time and money limits when betting, taking breaks when betting, and balancing betting with other social and entertainment activities.

Venues and other gambling industry partners played a key role in distributing merchandise and materials about responsible gambling over the course of the week.

For more about Responsible Gambling Awareness Week 2016, see pages 26–27.



## Facts and figures

### Training provided by the Venue Support Program

	2016–17	2015–16	% variance	
Percentage of venues trained	86%	85%	↑	1%
Number of venues trained	436	436		–
Number of venue staff trained	6 771	4 696	↑	44%

The significant increase in the number of venue staff trained is due to the rollout of the new Responsible Service of Gaming training, with our Venue Support Program now responsible for delivering the face-to-face element to all Victorian venues (except Crown Melbourne).

Venues and gambling industry partners promoted our 'Keep it well played' campaign during Responsible Gambling Awareness Week 2016



## Influence community attitudes and behaviours towards gambling

Recent studies on gambling harm show it is not limited to people at the problem end of the gambling spectrum. The foundation's public health approach, which focuses on prevention and early intervention, is in strong alignment with these findings.

Through social marketing campaigns, social media, online and print publications, events and other communication channels, we seek to:

- raise community awareness about the risks of gambling, including those posed by new technologies
- encourage early recognition of the signs of risky gambling behaviour
- reduce stigma and encourage people to seek help early, especially through empowering those who have experienced gambling harm to tell their stories.

Our aim is to generate community awareness and conversation about the impact of gambling harm and the fact that it can occur well before serious issues are apparent. It has been heartening to see a corresponding shift in the way the media talks about gambling, with 'gambling harm' starting to replace 'problem gambling' in their storytelling.

## Key achievements

### A platform to share insights and firsthand experience of gambling harm

Our free eMagazine *Inside gambling* presents personal stories, evidence and expert opinion about gambling issues in Australia. Contributors include people with lived experience of gambling harm, Gambler's Help professionals, researchers, prevention partners and peer organisations.

This year we published three editions:

- The 'Telling our stories' edition looked at how sharing personal stories of gambling harm can help with recovery and build community awareness and understanding. Released during NAIDOC Week, this edition also focused on gambling harm in Aboriginal communities.
- Our 'Gambling and sport' edition, released as we entered the summer sport season, looked at how gambling is changing the way many Australians, particularly young people, experience sport.
- Released on national Harmony Day on 21 March 2017, the 'Cultural Diversity Week' edition highlighted the impact of gambling harm on culturally and linguistically diverse communities.

*Inside gambling* continued to be very well received this year, with 36 816 visitors to [insidegambling.com.au](http://insidegambling.com.au), resulting in 60 938 page views. Subscriber numbers increased by 13 per cent.



### Promoting the benefits of Gambler's Help services to Victorians

Seeking professional help for gambling issues can be perceived by some as a last resort and an option only for people in crisis.

To change this perception, our 'Getting help sooner' campaign encouraged people to consider help-seeking as a healthy and logical choice. Launched in May 2016, the campaign promoted Gambler's Help as a positive experience and a service that can be accessed before things get to crisis point.

Our 'Getting help sooner' campaign encouraged people to consider help-seeking as a healthy and logical choice.

In January 2017, we re-ran the campaign with updated messages highlighting some of the more specific benefits of calling Gambler's Help, including the relief that can come from sharing a problem, and the financial counselling services offered. Run early in the new year, the campaign was timed to resonate with people contemplating change or considering using help services.



We saw a very positive uplift in help-seeking behaviour, with the January 2017 campaign resulting in the highest monthly call numbers to the Gambler's Help line for any month since November 2015. In addition, the campaign resulted in more people searching for 'Gambler's Help' via Google, with the number of visitors from Google doubling over the campaign period.



## Helping people recognise the early warning signs of harm

The progressive nature of harm from gambling is not well understood. As a result, people feeling niggling doubt about their gambling, but not experiencing severe problems, may dismiss the early warning signs.

The foundation-funded study *Assessing gambling-related harm in Victoria* found a significant proportion of gambling harm in Victoria is related to low-risk and moderate-risk gambling; and this harm is not just about losing money. It can affect self-esteem, relationships, mental and physical health, work performance and social life. It can also have an impact on family, friends, workplaces and communities.

It can affect self-esteem, relationships, mental and physical health, work performance and social life.

In April 2017, we launched a new early intervention campaign – 'Harm from gambling starts earlier than you think' – to help people already experiencing moderate levels of harm to identify the early signs and to reflect on and modify risky gambling behaviour.

We encouraged people to visit a new section on our website, which features a 'harm quiz' as well as information on what they can do to reduce the harm they may be experiencing. The campaign reached 62 per cent of the target audience, and an encouraging number had either taken action or planned to take action as a result of it. The campaign also saw an increase in the number of family and friends seeking support from Gambler's Help services.



A scene from the television commercial for our 'Harm from gambling starts earlier than you think' campaign

## Encouraging young people to love the game, not the odds

Our new campaign 'Love the game, not the odds' this year drew attention to how gambling advertising is changing the way young people see sport. The primary aim was to raise awareness among parents about the risks faced by their children, and to equip them to start conversations with their teenagers to help them 'love the game, not the odds'.

To reinforce the campaign's messages, the foundation's other prevention programs aimed at young people – our Sporting Club Program, our School Education Program and our partnership program with elite sporting clubs and peak bodies – aligned their communications under the 'Love the Game' umbrella brand.

To read more about our 'Love the game, not the odds' campaign, see page 29.



## Developing our websites for easier access to information and support

This year we made significant progress in the redevelopment of the foundation's website, which will see a distinct separation between Gambler's Help content and corporate content. This will improve pathways for people seeking help and make it easier for audiences to access resources and information.

Gambler's Help agencies and representatives from client and community audiences provided valuable insights through user testing and other consultations this year, helping us ensure we meet audience needs. The breadth of this important work contributed to the project now being delivered in 2017–18.

The website received  
475 378 visitors over the year  
(up by 41 per cent).

As well as a separate Gambler's Help website for people seeking support, the project will deliver an online self-help tool and a restructured and redesigned 100 Day Challenge website. The corporate website will include a new 'Gambling in Victoria' section, which will present engaging, interactive data and content about community attitudes towards gambling, expenditure on gambling products, and harm from gambling.

During the redevelopment work, we made refinements to our current website, including improvements to make it easier for people searching for our content to find it. As a result, traffic to [responsiblegambling.vic.gov.au](http://responsiblegambling.vic.gov.au) from search engines increased by 62 per cent. The website received 475 378 visitors over the year (up by 41 per cent), resulting in 1 174 057 page views (up by 85 per cent).



## Responsible Gambling Awareness Week 2016

Responsible Gambling Awareness Week is held every year to raise awareness about the risks of gambling and the importance of responsible gambling at a personal, industry and community level. We run the week in collaboration with Gambler's Help agencies, local councils, community groups, the gambling industry and other key partners. Responsible Gambling Awareness Week ran from 17 to 23 October 2016.

We launched the week at the foundation with a panel of leading thinkers exploring how 'responsible gambling' has been defined and what it means to gamblers. Moderated by well-known journalist and television presenter Jenny Brockie, the panel included academics, industry representatives and a prominent community member with lived experience of harm from gambling.

With a stronger focus on generating discussion through online, social media and traditional media channels, fewer events were held this year. Community organisations, local councils, Gambler's Help agencies, gaming venues and the foundation ran 25 events, almost half of which were held in regional areas.



Journalist and television presenter Jenny Brockie moderated a panel discussion on the meaning of responsible gambling at the launch of Responsible Gambling Awareness Week 2016

To coincide with the week we ran an advertising campaign with tips on how to avoid harm from gambling and practical ways to gamble responsibly. The 'Keep it well played' campaign contributed to a 51 per cent increase in page views of Responsible Gambling Awareness Week website content, suggesting the messages resonated with audiences. Our Responsible Gambling Awareness Week partners contributed to the wide reach of the campaign by promoting it through their own online and social media channels.



## Engaging more people with the issues through social media

We use social media to raise awareness and encourage discussion about gambling by sharing stories of lived experience of harm, insights from support and prevention services, expert opinion from public health and other specialists, new research and news relevant to consumers and others with an interest in gambling issues.

This year our social media communities continued to expand, with Facebook followers increasing by 59 per cent to 6839, and Twitter followers rising by 23 per cent to 2117.

Our partners contributed to this wider reach and engagement. Our elite and local sporting club partners ran 'Love the Game' campaigns and competitions prompting fans to follow the foundation. We also had many opportunities to champion the excellent work of Gambler's Help services, our research partners, and organisations funded by the foundation to run projects to prevent gambling harm in their local communities. For example, our Facebook post with a video of Chantelle McGuinness from the Victorian Aboriginal Health Service reached more than 13 000 people.





## Facts and figures

### Websites and publications

We had 475 378 visitors to our website [responsiblegambling.vic.gov.au](http://responsiblegambling.vic.gov.au) this year (up by 41 per cent), resulting in 1 174 057 page views (up by 85 per cent). These significant increases are the result of refinements to our website enabling people searching online to find our content more easily.

We had 36 816 visitors to our eMagazine [insidegambling.com.au](http://insidegambling.com.au), resulting in 60 938 page views. As at June 2017, there were 1 879 subscribers (up by 13 per cent).

We distributed 268 416 published products, compared to 396 565 last year. The decrease is largely due to moving from print formats to online and digital methods of sharing information. This has been driven by audience preferences, environmental impact and the efficient use of resources.

### Social media

	2016–17	2015–16	% variance	
Facebook followers	6 839	4 300	↑	59%
Twitter followers	2 117	1 716	↑	23%

The increase in Facebook and Twitter followers is the result of continued efforts to expand our social media communities, with the support of partners including elite and local sporting clubs and Gambler's Help agencies.

### Responsible Gambling Awareness Week

	2016–17	2015–16	variance	
Community awareness of the concept of responsible gambling*	74.5	76.1	↓	1.6 index points
Community awareness of Responsible Gambling Awareness Week	15%	29%	↓	14%
Page views of Responsible Gambling Awareness Week website pages	16 398	10 858	↑	51%

\* Measurement of the concept of responsible gambling is based on responses to a series of questions that form a composite index of low-risk and moderate-risk gamblers.

A focus during Responsible Gambling Awareness Week is to promote the concept of responsible gambling and ways to minimise gambling harm. This year, understanding of responsible gambling among low-risk and moderate-risk gamblers reached 74.5 index points, consistent with the previous year.

A secondary measure relates to awareness of Responsible Gambling Awareness Week. The decrease in awareness of the week is the result of a stronger focus on 'Keep it well played' messages, rather than on the name of the week itself. The 'Keep it well played' campaign offered helpful and positive responsible gambling messages, which were recalled by 74 per cent of the primary target audience (low-risk gamblers) and 93 per cent of the secondary target audience (moderate-risk gamblers). The 51 per cent increase in page views of Responsible Gambling Awareness Week website content is a result of the campaign.



A scene from the 'Love the game, not the odds' television commercial

## Getting teenagers back to loving the game, not the odds



**The amount and intensity of sports betting advertising today can create a perception that sport and gambling are inextricably linked. Our 'Love the game, not the odds' campaign sought to remind parents and teenagers that this shouldn't be the case.**

For adult sports fans, who grew up before sports betting was heavily promoted, enjoyment of sport is grounded in the love of the game, rather than betting on its outcome. But for today's young people, gambling on sport is so heavily advertised, it reduces their awareness of the risks and makes betting seem an accepted and important feature of loving and playing sport.

This was evident in recent foundation-funded research that found children who watch sport think betting is normal. Studies also show this new reality comes as a surprise to many parents, who are not aware just how great an influence gambling promotion is having on their children.

### Reaching out to parents

The challenge with our campaign was to ensure parents felt supported, rather than blamed, so they could more effectively hear the foundation's message.

Our 'Love the game, not the odds' television commercial featured a range of secondary-school students using betting vernacular to talk about their love of the game. The aim was to strike a chord with parents who might recall hearing their own children say similar things, and trigger an understanding of the effect of gambling advertising. The school setting underlined the prevalence of influences beyond parents' control.

Aligning with the AFL finals period, the campaign was launched on 21 September 2016 by the Minister for Consumer Affairs, Gaming and Liquor Regulation, the Hon. Marlene Kairouz, and players and parents from Ivanhoe Junior Football Club. The minister said, 'There is a real concern in our community that advertising is normalising gambling on sport. In recent years, fans of all sporting codes have been bombarded with gambling advertisements and many of us are rightly worried.'

### Building awareness and resilience

After the campaign's first year, we surveyed 1 000 Victorian parents with children aged between 12 and 17. More than half of them recalled the campaign. There were also more than 46 000 visits to [lovethethegame.vic.gov.au](http://lovethethegame.vic.gov.au). These figures show our work towards building both awareness and resilience among parents and the community has begun.

For more about our campaigns, see pages 24–28 and 43–44.

## Build the gambling knowledge base, research capacity and evidence of effective measures to reduce harm

Everything the foundation does is informed by research: from help services and prevention programs to social marketing campaigns and policy advice to governments.

Our research program works to expand our understanding of the complexities and determinants of gambling harm. Our research agenda for 2015–18 falls broadly within the following themes:

- the changing gambling environment
- preventing gambling harm
- monitoring gambling in the Victorian community
- treatment and recovery.

The final round of research commissioned under this agenda includes exploring gambling harm in vulnerable populations, such as Aboriginal Victorians, culturally and linguistically diverse communities and older Victorians, as well as looking at the intersections between gambling and family violence.

We are collaborating extensively with stakeholders, including research partners and Gambler's Help agencies, to formulate our research directions for 2018–22. We will be publishing our new research agenda in 2018.

## Key achievements

### Adding to the evidence base through commissioned research

We fund researchers from a variety of disciplines to undertake independent research into gambling. We also support and encourage young researchers to enter the gambling field, and allocate a portion of funding specifically for early career researchers.

This year our Grants for Gambling Research Program published the following four research reports:

- *Behavioural indicators of responsible gambling consumption* (Hing, N et al.)
- *Impact of gambling warning messages on advertising perceptions* (Johns, RJ et al.)
- *Longitudinal protective factors for problem gambling and related harms: building resilience among young adult gamblers* (Scholes-Balog, K & Dowling, N)
- *Examining the impact of e-mental health in problem gambling* (Rodda, S et al.).

We also published the following two papers:

- *Gen Bet: Has gambling gatecrashed our teens?* (Miller, H)
- *Responsible gambling: past, present and future* (Miller, H).

These research reports and papers are available on our website.



### Evaluating programs to refine and improve our work

Evaluation of our activities enables us to identify what is working well and where we can improve. This year we conducted reviews of our:

- Recovery Assistance Program
- Prevention Partnership Program
- Gambler's Help integrated service activities
- Responsible Service of Gaming training
- Aboriginal Gambler's Help services.



Findings and recommendations from these reviews inform future planning to ensure we deliver more effective education, prevention and support services to the community.



## Sharing research findings and engaging with the academic community

Our research contributes to a growing body of evidence on harm from gambling. Exchanging ideas and sharing findings with academics, research institutes and peer organisations across Australia and around the world is crucial to improving our understanding of gambling harm and our efforts to prevent and respond to it.

This year we attended Australian and international conferences to deliver the following presentations:

- European Association of Gambling Studies, September 2016
  - Participation, prevalence and harm: findings from a large prevalence study Down Under
- National Association of Gambling Studies, November 2016
  - An exploration of the population-level harms of gambling using the questions from the Problem Gambling Severity Index data from the 2008 and 2014 Victorian prevalence studies
  - Intersections between gambling participation and harm
  - Online self-help interventions – Victorian Responsible Gambling Foundation innovations
- International Think Tank on Gambling Research Policy and Practice, April 2017
  - International Public Health Working Group update
  - Knowledge translation exchange (jointly with the Australian Gambling Research Centre and the Gambling Research Exchange Ontario)
  - Update on cohort studies (jointly with AUT University New Zealand)
  - International Scientific Working Group on Low-risk Guidelines
- World Congress on Public Health, April 2017
  - Gambling behaviours and demographic characteristics of people betting on sport: findings from a general population study in Victoria
  - The demographics of problem gambler profile: every man and woman in all ages
  - Health promotion from scratch – the Victorian Responsible Gambling Foundation local prevention grants
  - Differences in gambling-related harm in inner and outer Melbourne: findings from a general population survey
  - Considering gambling involvement in the understanding of problem gambling: a large cross-sectional study of an Australian population.



## Build capacity for collaboration among health and community service professionals to improve pathways

Research shows people seeking help for gambling harm are often experiencing other problems, such as anxiety or substance use issues. A 2015 study found almost three in four people receiving help for gambling were experiencing co-occurring or 'comorbid' conditions. Conversely, clients of other services may be experiencing harm from gambling. A recent foundation-funded study reported that six per cent of clients of Victorian mental health services experience severe gambling problems, a rate eight times higher than the general population.

We are working with partners across the health and human services sectors to continuously improve service integration and referral processes so we can provide Victorians seeking help with as seamless an experience as possible. To read about how Gambler's Help agencies are furthering this integration, see pages 13–14 and 17.

Our learning and development program aims to strengthen the skills of Gambler's Help professionals and others who work with people affected by gambling. It is informed by the needs and feedback of counsellors, community educators and venue support workers from our mainstream, In-language and Aboriginal Gambler's Help services.

We also collaborate with other sectors in providing and receiving training so we can deliver more holistic services.

## Key achievements

### Improved services for Victorians through more targeted and accessible training

In 2016–17, we ran 44 workshops, short courses and seminars for Gambler's Help and other health professionals across a broad range of topics. This comprised a mix of online and face-to-face training, with greater use of webinars and video conferencing to improve access, particularly for professionals in regional areas. We ran 16 face-to-face training sessions in regional areas.

The training program also included courses tailored to meet the needs of individual agencies, allowing us to focus on more specific learning targets. For example, we worked with Aboriginal gambling consultant Ashley Gordon to deliver community engagement and planning workshops for the three regional Aboriginal Gambler's Help services.

We also provided 'cluster' training in metropolitan Melbourne for groups of agencies with shared requirements. We received very positive feedback from participants on our more targeted approach to training this year.



### Specialist support for referring clients to mental health services

Gambling problems and mental illness frequently occur together. Approximately three-quarters of people at high risk of experiencing gambling harm also have a mental illness, most commonly a mood disorder such as depression. Given this, it is vital Gambler's Help services are equipped to respond to clients experiencing mental illness.

Approximately three-quarters of people at high risk of experiencing gambling harm also have a mental illness.

This year we continued to fund specialist mental health service Alfred Health to provide expert consultancy to Gambler's Help agencies and to facilitate referrals to local mental health services.

We have increased funding to enable Alfred Health to provide services in regional and rural areas and to deliver a mental health webinar series in 2017–18.



### Educating professionals and the community through breakfast and lunchtime seminars

We host breakfast and lunchtime seminars throughout the year with presentations by experts in areas such as clinical practice and public health, as well as by researchers discussing the findings of their studies. Upcoming seminars are detailed on our website and promoted via social media and eNewsletters.

This year we hosted seven public seminars presented by Australian and international speakers.

Topics included children's recall of gambling sponsorship in Australian sport, gender differences in gambling warning signs, family violence and gambling, transition from gaming to gambling, codes of conduct in gaming venues, and dealing with stress positively.

The seminars are open to foundation stakeholders, including local government, researchers, treatment service providers and the general public, as well as foundation staff.



## 'Many ways to help' conference

In October 2016, we hosted our biennial 'Many ways to help' conference for Gambler's Help professionals and others working in the sector to showcase their work, share insights, experiences and treatment approaches, and learn about the latest research.

Gambler's Help agencies contributed to the design of the conference around three key themes: prevention, treatment and lived experience. A wide range of events, including presentations, workshops, panel discussions and art exhibitions, aligned with these themes.

The conference also provided attendees with the opportunity to network across local, interstate and overseas services to exchange ideas about reducing gambling harm in their communities.

The three-day conference was attended by 350 people. The next 'Many ways to help' conference will be held in 2018 and will again be developed in close consultation with the Gambler's Help sector.

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Gambler's Help agencies contributed to the design of the conference around three key themes: prevention, treatment and lived experience.



## Improved service response for people in the criminal justice system affected by gambling harm

We continued working with partners this year to develop a coordinated response to gambling harm within the justice system, including with courts, prisons and post-release programs.

In collaboration with Gambler's Help agencies, we developed training and resources for magistrates and corrections officers to highlight problem gambling as a factor in criminal activity. We will co-deliver this training with Gambler's Help at the Melbourne Magistrates' Court in October 2017.

Work also progressed on a pilot project to be run at the Neighbourhood Justice Centre in 2017–18 to collect data on staff attitudes to gambling and trial a screening and assessment tool. Gambler's Help will run sessions with staff at the centre on gambling issues and referring clients to help services.

Another project partner, the Centre for Innovative Justice at RMIT University, this year completed research on the intersections of gambling and the criminal justice system. When published, the study is likely to be a key project resource.







Participants in the Horn of Africa Communities Network workshops with network managing director Terefe Aborete (centre, second row, with glasses)

## Reducing gambling harm in refugee communities



### The Horn of Africa Communities Network trains leaders from newly arrived communities to talk to people about the risks of gambling and to support those who ask for help.

The Wyndham Gambling Prevention Project, funded by the foundation's Prevention Partnership Program, is aimed at communities from refugee backgrounds living in the City of Wyndham in Melbourne's south-west.

The project recruits and trains people regarded as leaders by community members to hold village-style forums raising awareness about the risks of gambling and distributing in-language information kits. The kits are in five languages: Dinka, spoken mainly in South Sudan; Amharic, the official language of Ethiopia; Somali; and the Burmese languages Karen and Chin.

Recruiting respected community members is crucial to the project's success, says Terefe Aborete, managing director of the Horn of Africa Communities Network. 'Through educating and empowering such a person, we can reach almost the entire community. The spreading of information is primarily on a one-to-one basis within a relationship that is already built on trust.'

#### Newly arrived communities are vulnerable to gambling harm

Studies have shown that people from culturally and linguistically diverse communities tend to gamble less than the overall population, but those who do gamble may be more likely to experience harm.

Extreme hardship, such as many years living in a refugee camp, can make people vulnerable to gambling harm. In addition, limited English skills and a lack of professional qualifications can be a barrier to employment, and a

significant proportion of people from these communities rely solely on government assistance for financial survival. Many also have a relatively large number of children and often send a proportion of their limited income to relatives still living in refugee camps.

'Gambling is seen as a short cut to becoming more financially secure,' Terefe says. 'In most cases, of course, this doesn't happen.'

#### Overcoming issues of stigma and isolation

The leaders participating in the project have found that the stigma associated with gambling issues can cause people experiencing harm to isolate themselves. Through the workshops, and drawing on each other's experience, they develop skills to help them engage with members of their communities who may be struggling, but are too ashamed to ask for help. They also learn ways to support and assist those people, including referring them to available services, such as financial counselling.

Min Khan, a leader in the Karen-speaking Burmese community, has seen the harm gambling can cause, including depression, marriage break-up and financial distress. He says attitudes within the community can make it difficult to reach people experiencing gambling harm.

'They might be very ashamed; some of them are very secret about it. We have to be very smart in the way we approach people and give them information.'

For more about our Prevention Partnership Program, see page 20.

## Engage with stakeholders and networks who have an interest in reducing gambling-related harm

Individuals and groups who share our interest in preventing and reducing gambling harm are vital to our work. Harnessing their experience, enthusiasm and influence is a key part of our public health approach. Collaborating with stakeholders brings new ideas and expertise to help meet the challenges of improving community awareness and understanding of the issues associated with gambling.

To read about our Gambler's Help partners, see pages 11–17. To read about our partners across other health and human service sectors, see pages 13–14, 17 and 31–33.

### Key achievements

#### Building partnerships to help address gambling harm

During 2016–17, the foundation sought feedback from a range of stakeholders to help inform our approach to stakeholder engagement. This important project provided many insights and benefits to guide our work, including:

- taking a partnership approach to increase the impact of prevention and early intervention initiatives
- improving processes and systems to better support stakeholder collaboration and input into key areas of the foundation's work
- supporting stakeholders in formulating and pursuing objectives to reduce harm from gambling.

In 2017–18, we will launch a new stakeholder engagement strategy to ensure collaboration and partnerships remain central to our work.



#### Connecting with stakeholders and the community through our Gambling Information Resource Office

Our Gambling Information Resource Office continued to provide information to the community to build capacity to participate in decision-making related to gambling regulation, policies and programs. Key achievements in 2016–17 include the following:

- We received and responded to 191 enquiries or requests for assistance regarding the gambling environment from the community.
- We offered assistance to all local governments where an application for new or additional poker machines was made to the Victorian Commission for Gambling and Liquor Regulation. Of the councils that chose to participate in commission hearings, 67 per cent made use of this assistance.
- We released 21 issues of our eNewsletter *GIRO alert*, which gives updates on new developments in gambling research, policy, regulation and legislation. Subscriptions increased from 410 to 452 (up by 10 per cent).



## Elite sporting clubs and peak bodies help protect sports fans from gambling harm

Our partnerships with elite sporting clubs and peak sporting bodies increase the visibility and reach of our messages, and boost awareness among fans, players and the community about the risks of gambling.

This year our partnerships with elite sporting clubs grew from 12 to 14, with Melbourne Rebels Rugby Union club and Geelong Football Club signing the responsible gambling charter. This means they commit to a distinct separation between gambling and sporting activities, forgo sponsorship from betting companies, and minimise the exposure of young people to gambling activities and advertising. With Geelong on board, all 10 Victorian AFL clubs are now signed to the charter. With Cricket Victoria and the Football Federation of Victoria also partnering with the foundation this year, four peak sporting bodies are also now signed to the charter.

Over summer, we worked with Cricket Victoria, Big Bash partners Melbourne Stars and Melbourne Renegades, and our elite soccer partner Melbourne Victory, to encourage fans to forget betting and to 'love the moment'. The campaign was well received, reflecting community concern about the large amount of gambling advertising during sporting events. We rolled out a similar campaign for the 2017 winter sports season.

To read more about our Sporting Club Program for local clubs, see page 18. To read more about our partnership with Cricket Victoria, see page 21.



Our partnerships with elite sporting clubs grew from 12 to 14, with Melbourne Rebels Rugby Union club and Geelong Football Club signing the responsible gambling charter.



## Develop evidence-based policy positions to advise government on reducing harm from gambling

As well as providing the community with information about gambling and its regulation in Victoria, we provide local, state and federal governments with evidence and advice to inform policies and programs.

This work includes:

- supporting local councils to develop policies and programs that translate research findings into harm prevention measures
- liaising with organisations such as the Victorian Commission for Gambling and Liquor Regulation, the Victorian Local Governance Association, the Municipal Association of Victoria and Primary Care Partnerships, as well as with councillors and academics, including providing information relevant to their concerns, needs and specific requests
- responding to consultation requests or submission processes that relate to minimising gambling harm, and supporting governments to introduce harm minimisation measures.



# Key achievements

## Responding to consultations and liaising with government bodies to reduce harm

This year we pursued a number of opportunities to provide local, state and federal government bodies with information to strengthen and develop gambling harm minimisation measures for the community.

This included public submissions to the Australian Government in relation to its National Consumer Protection Framework for online gambling, as well as responses to requests for advice from the federal Department of Communications and the Arts.

We continued to collaborate with the Victorian Office of Liquor, Gaming and Racing within the Department of Justice and Regulation, and to formulate advice for the Minister for Consumer Affairs, Gaming and Liquor Regulation.

We exchanged information with the regulator, the Victorian Commission for Gambling and Liquor Regulation, receiving assistance in understanding regulation and providing support to the commission in relation to understanding possible effects of gambling products and promotions.

In working with other government bodies, our contributions are anchored in the evidence base relating to gambling harm and harm reduction, and in our broader understanding of the gambling environment.

As part of improving our work in this area, we developed processes to:

- better engage our community and service stakeholders as we formulate advice for government
- work more closely with our state government partners in sharing information.

To read more about the work of local government to reduce harm from gambling in the community, see page 38.



## Responsible Gambling Ministerial Advisory Council

The Responsible Gambling Ministerial Advisory Council was established in 2004 as a statutory body under the *Gambling Regulation Act 2003*. It provides advice to the Victorian Government, through the Minister for Consumer Affairs, Gaming and Liquor Regulation, in relation to responsible gambling policy and research.

As a member of the council, we participate in the provision of advice regarding:

- the development and implementation of responsible gambling policies and initiatives to ensure a socially responsible and sustainable industry
- the social and economic issues associated with gambling harm
- emerging trends and issues of risk in relation to gambling products and behaviours
- any other matters the minister may refer to the council for advice.

In 2016–17, we continued to provide input to the council and its working groups.





**Lucy Midolo, community health, wellbeing and safety team leader at the City of Wyndham**

## Councils working to prevent and reduce harm from gambling



**Local government is well placed to respond to gambling harm at a community level, and many councils are choosing to do so.**

The foundation works with local government bodies across Victoria to develop policies and strategies that address gambling issues and foster the health and wellbeing of those within their municipalities.

While 70 councils out of 79 local government areas in Victoria have poker machines within their boundaries, less than a third have social policies that address the potential harm from gambling. Given this, we support councils to draft policy and develop strategies to address the potential risk of gambling harm in their communities.

### Local government initiatives to address gambling harm

The Victorian Local Governance Association (VLGA) runs Community Solutions, a program funded by the foundation to provide information sessions for local government employees implementing organisational policies to reduce gambling harm. The VLGA also hosts a Local Government Working Group on Gambling. In addition, the Municipal Association of Victoria runs a Local Government Gambling, Alcohol and Other Drugs Issues Forum. The foundation participates in these forums.

As well as providing local government with up-to-date data and research, the foundation has assisted individual councils in developing gambling policies, including the cities of Yarra, Nillumbik, Knox, Kingston, Melbourne, Latrobe and Wyndham.

An example of the role local government can play in reducing harm from gambling is the City of Monash's Clayton CANVAS

project. Funded through a foundation prevention grant, the project this year focused on building the capacity of local champions to raise awareness of the risks of gambling harm among vulnerable groups.

### Wyndham Responsible Gambling Strategy Reference Group

Lucy Midolo is a community health, wellbeing and safety team leader at the City of Wyndham. She says plans to update Wyndham's 2012 policy on poker machines were given further impetus with the election of a councillor who had run on a platform of addressing gambling harm. Through participating in local government forums, Lucy became aware of the support available through the foundation and invited us to participate in the Wyndham Responsible Gambling Strategy Reference Group. 'It was really about increasing our understanding of gambling harm,' she says.

With the foundation's input, the reference group is working towards defining the council's role and responsibilities regarding regulation of gambling, developing its approach to community education and engagement, and formulating its advocacy role on harm minimisation.

The foundation will continue to work with councils, monitoring developments in local government to identify opportunities for partnerships and support.

For more about our work with local and state government, see pages 35–37.

# Financial highlights

## Overview

A summary of the Victorian Responsible Gambling Foundation's financial performance in 2016–17 is set out below. Full financial details for 2016–17 are in the financial statements on pages 67–99.

The Victorian Government considers the net result from transactions to be the appropriate measure of financial management that can be directly attributed to government policy. This measure excludes the effects of revaluations (holding gains or losses) arising from changes in market prices, which are outside the control of the foundation.

In 2016–17, the foundation achieved a net result from transactions of \$295 176. Last year, the foundation's net result was a deficit of \$167 654, mainly reflecting the level of depreciation expense for capital acquisitions where revenue was drawn-down in prior periods. Both total income and expenses from transactions have increased between 2015–16 and 2016–17, reflecting the continuation and enhancement of programs and activities.

The increase in operating cash inflows to a surplus position of \$5 062 167 from last year's deficit position of \$4 994 648 mainly reflects the movement in the foundation's trust fund balance. In the prior year, receivables associated with amounts owing as at 30 June 2016 from the Community Support Fund were \$4 507 000 (identified within the trust fund balance).

## Financial performance

For the financial year ended 30 June 2017, the foundation recorded revenue of \$39 885 737, primarily reflecting grant funding from the Community Support Fund.

Expenditure of \$39 590 561 mainly reflects grants for Gambler's Help services and prevention programs, media campaign and marketing activities, partnerships with sporting clubs, education in schools initiatives, research and evaluation programs, operational costs associated with the Gambler's Help Connect system, web and digital media development, Professional Development Centre conference and training activities, and program delivery and development costs.

## Financial position – balance sheet

Total assets increased by \$487 675, due to an increase in financial assets associated with the foundation's trust fund balance. For the same period, total liabilities increased by \$196 191, mainly reflecting the level of employee provisions.

## Cash flows

Major operating cash flows comprise grant funding from the Community Support Fund and payments for suppliers and employees.



## Financial summary

Five-year financial summary	2017 \$	2016 \$	2015 \$	2014 \$	2013 \$
Total income from transactions	39 885 737	38 782 950	44 933 975	39 097 648	34 904 530
Total expenses from transactions	(39 590 561)	(38 950 604)	(44 843 097)	(39 118 891)	(34 192 386)
Other economic flows	(3 693)	(10 136)	(23 128)	5 658	6 676
Net result from transactions	295 176	(167 654)	90 878	(21 243)	718 820
Net result for the period	291 483	(177 790)	67 750	(15 585)	718 820
Net cash flow from operating activities	5 062 167	(4 994 648)	1 830 446	1 655 644	1 125 214
<b>Total assets</b>	<b>5 175 446</b>	<b>4 687 771</b>	<b>5 496 295</b>	<b>3 957 731</b>	<b>2 727 914</b>
<b>Total liabilities</b>	<b>4 290 769</b>	<b>4 094 578</b>	<b>4 725 312</b>	<b>3 254 497</b>	<b>2 009 094</b>

## Disclosure of grants and transfer payments

The foundation partnered with a range of organisations to deliver services and programs for the Victorian community. This section outlines the grants and transfer payments provided to partner organisations.

### Program A: Treatment and support services for gambling harm

#### Grant 1: Gambler's Help services

Through the delivery of a range of prevention, treatment and support activities, Gambler's Help grants aim to minimise harm caused by gambling in Victoria.

Organisation	Payment \$
Anglicare Victoria	973 778
Banyule Community Health	2 687 012
Bentleigh Bayside Community Health	2 850 258
Bethany Community Support Incorporated	1 493 684
Child & Family Services Ballarat Incorporated	967 353
Eastern Access Community Health (EACH)	2 113 459
Gateway Community Health	430 848
IPC Health Limited	571 118
Latrobe Community Health Service	1 143 199
Primary Care Connect	456 433
The Salvation Army	1 113 468
<b>Total</b>	<b>14 800 610</b>

Note: There was a reversal of an over accrual as at 30 June 2016 (\$4 958)

## Grant 2: Gambler's Help line and Gambling Help Online

Gambler's Help line is a 24-hour, seven days per week telephone information, referral, counselling and support service for people experiencing gambling harm, including from someone else's gambling. This incorporates the Gambler's Help Youthline, which provides an additional point of contact for young people.

Gambling Help Online is a national service providing a range of web-based self-help information, referral and support materials, as well as direct access to online clinical interventions. This includes 24-hour live online counselling, and email-based counselling and support.

Organisation	Payment \$
Eastern Health	1 463 360

This includes \$631 628 (Gambler's Help line), \$186 119 (Victorian contribution to Gambling Help Online) and \$614 537 (other states' contributions to Gambling Help Online). A further \$31 076 was incurred with respect to the Client Outcomes Survey.

## Grant 3: Culturally and linguistically diverse services

This program provides services to culturally and linguistically diverse communities affected by gambling issues. It includes in-language services for the Vietnamese-, Chinese- (both Mandarin and Cantonese) and Arabic-speaking communities.

Organisation	Payment \$
Arabic Welfare Incorporated	110 312
Australian Vietnamese Women's Association Incorporated	168 157
Chinese Gambling Concern Incorporated	(45 004)*
The Federation of Chinese Associations (Victoria) Limited	125 000
Multicultural Centre for Women's Health Incorporated	168 157
Springvale Indo-Chinese Mutual Assistance Association Incorporated	128 075
Victorian Arabic Social Services Incorporated	168 157
<b>Total</b>	<b>822 854</b>

\* This reflects a recoup from prior-year funding

## Grant 4: Aboriginal Gambler's Help services

This program provides services and initiatives to Aboriginal communities affected by gambling harm.

Organisation	Payment \$
Gippsland and East Gippsland Aboriginal Co-Operative Limited	178 618
Mallee District Aboriginal Services	178 618
Rumbalara Aboriginal Cooperative Limited	178 618
Victorian Aboriginal Health Service Limited	332 803
<b>Total</b>	<b>868 657</b>

## Grant 5: Statewide Problem Gambling and Mental Health Program

Through our partnership with Alfred Health, this program delivers interventions to Victorians experiencing serious problems and mental health conditions related to gambling. The program also provides clinical training and secondary consultations to other health professionals assisting people with serious co-occurring gambling and mental health conditions.

Organisation	Payment \$
Alfred Health	189 997

## Program B: Prevention Partnership Program

The foundation's prevention activities direct resources towards programs and initiatives aimed at identifying and addressing harm from gambling. This includes generating greater awareness of gambling harm and encouraging early recognition of the signs of gambling harm.

Organisation	Payment \$
Anglicare Victoria	82 500
Australian Vietnamese Women's Association Incorporated	90 750
Banyule Community Health	134 300
Carers Australia (Health West Partnership)	156 750
Child and Family Services Ballarat Incorporated	40 425
First Nations Foundation	112 812
Horn of African Communities Network in Victoria Incorporated	106 194
Latrobe Community Health Service	76 436
Link Health and Community	129 720
Monash City Council	207 847
Odyssey House	74 333
The Redundancy Payment Central Fund	164 117
Victorian Local Governance Association	175 258
Wathaurong Aboriginal Cooperative	70 978
Whittlesea Community Connections	110 734
Women's Health in the North	145 750
<b>Total</b>	<b>1 878 904</b>

## Program C: Research

### Grant 1: Grants for Gambling Research Program

This competitive program provides up to \$200 000 of funding over three years for independent research projects on topics drawn from the foundation's research agenda. The program also provides grants of up to \$50 000 over two years for early career researchers.

Organisation	Payment \$
Australian Institute of Family Studies	7 384
Central Queensland University	89 197
Deakin University	121 233
Eastern Health	30 780
Monash University	110 056
Southern Cross University	7 500
University of Canberra	4 737
University of Melbourne	10 017
University of Newcastle	70 344
University of Wollongong	56 632
<b>Total</b>	<b>507 880</b>

### Grant 2: Clinical Research Program

This program funds research to inform clinical practice, supporting both experienced and early career researchers in Victoria. The foundation provided funding of \$600 000 over two years to fund projects investigating recovery processes and treatment approaches.

Organisation	Payment \$
Anglicare Victoria	14 901
Deakin University	70 565
Eastern Health	5 000
<b>Total</b>	<b>90 466</b>

<b>Total grants and transfer payments</b>	<b>20 617 769</b>
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# Advertising and campaign expenditure

The foundation launched a number of high profile marketing campaigns in 2016–17. Details of the outcomes of some of these campaigns can be found in ‘Our performance’ on pages 24–29. The table below outlines the details of campaigns that occurred in 2016–17.

Name of campaign	Date	Campaign summary	Advertising (media)	Creative and campaign development	Research and evaluation
<b>Prevention – gambling normalisation – Love the game, not the odds</b>	Flight 1: 21 September to 15 October 2016  Flight 2: 19 February to 25 March 2017	Highlighting how the normalisation of gambling in sport is changing the way teenagers and young adults experience sport	\$1 298 873	\$310 884	\$133 984
<b>Prevention – Responsible Gambling Awareness Week</b>	16 October to 22 October 2016	Targeting the general community, and specifically people who gamble aged 25–54, to increase knowledge about how to avoid harm from gambling and practical ways to gamble responsibly	\$198 131	\$42 534	N/A
<b>Early intervention – reducing harm among low-risk gamblers – Keep it well played</b>	23 October to 6 November 2016	Targeting people who gamble in a risky way to increase knowledge about how to avoid harm from gambling and practical ways to gamble responsibly	\$158 177	\$147 813	\$126 100
<b>Help-seeking – Gambler’s Help – Getting help sooner</b>	Flight 1: 8 January to 18 February 2017  Flight 2: 4 June to 20 June 2017	Positioning Gambler’s Help and the act of seeking help itself as a positive experience with an emphasis on encouraging action for those contemplating change	\$1 332 980	\$188 437	\$254 100
<b>Early intervention – reducing harm among moderate-risk gamblers – Harm from gambling starts earlier than you think</b>	26 April to 3 June 2017	Targeting people who gamble in a risky way to increase knowledge about the signs of gambling harm and to encourage self-reflection and behaviour change	\$1 242 439	\$297 189	\$99 300
<b>Help-seeking – culturally and linguistically diverse communities – Gambling can be an issue in any language</b>	16 October 2016 to 1 April 2017	Local advertising campaign raising awareness of in-language help services in Vietnamese, Chinese (Cantonese and Mandarin) and Arabic, to increase help-seeking in these communities	\$208 897	N/A (creative as part of advertising costs)	N/A (research conducted by Dentsu Mitchell as part of media buy)
<b>Help-seeking – continuous digital promotion of help services (digital continuity)</b>	1 July 2016 to 30 June 2017	Ongoing digital promotion allows help-seeking messages to be served continuously via paid digital display advertising, enabling the foundation to better reach those who need help.	\$244 064	N/A	N/A (research conducted by Dentsu Mitchell as part of media buy)
<b>Search Engine Marketing</b>	1 July 2016 to 30 June 2017	Search Engine Marketing (SEM) ensures the prominence of Gambler’s Help information when people are searching for information. Google advertisements promote a range of help services and direct traffic to either the website or telephone services.	\$249 998	N/A	N/A (research conducted by Dentsu Mitchell as part of media buy)

Name of campaign	Date	Campaign summary	Advertising (media)	Creative and campaign development	Research and evaluation
<b>In-venue convenience advertising</b>	1 July 2016 to 30 June 2017	In-venue advertising places responsible gambling and help services messages in the conveniences in or near gaming rooms in almost all venues in Victoria.	\$578 696 (print costs included)	N/A – included in advertising costs	N/A – ongoing quarterly reporting provided
<b>Radio advertisements on AFL Live regional broadcasts (Croc Media)</b>	1 July 2016 to 30 June 2017	AFL Live regional radio broadcasts complement the foundation's statewide campaigns by extending reach to regional Victoria, a market typically difficult to reach.	\$129 987	N/A	N/A
<b>Social media marketing</b>	1 July 2016 to 30 June 2017	Social media marketing provides a constant presence in the community through the use of engaging content to amplify key messages, share resources and initiatives, and engage directly with different audiences.	\$30 172	N/A	N/A

*Note: Expenditure may reflect approved marketing campaigns that span the 2016–17 to 2017–18 financial years.*



A performance at the 'Many ways to help' conference by actors with lived experience of gambling harm from the Three Sides of the Coin theatre project (run by Link Health and Community)





Minister for Consumer Affairs, Gaming and Liquor Regulation the Hon. Marlene Kairouz (left), foundation chief executive officer Louise Glanville and a young player celebrating the new partnership between Geelong Football Club and the foundation

# OUR ORGANISATION

## Governance

The foundation is a statutory authority established under the *Victorian Responsible Gambling Foundation Act 2011*. It is governed by a board that is accountable to the Minister for Consumer Affairs, Gaming and Liquor Regulation.

The foundation maintains close working relationships with its portfolio department, the Department of Justice and Regulation, as well as with the Victorian Commission for Gambling and Liquor Regulation.

The board's work is supported by three advisory committees: the Risk, Audit and Finance Committee, the Research, Policy and Advocacy Committee and the Executive Remuneration Committee. The chief executive officer is accountable to the board.

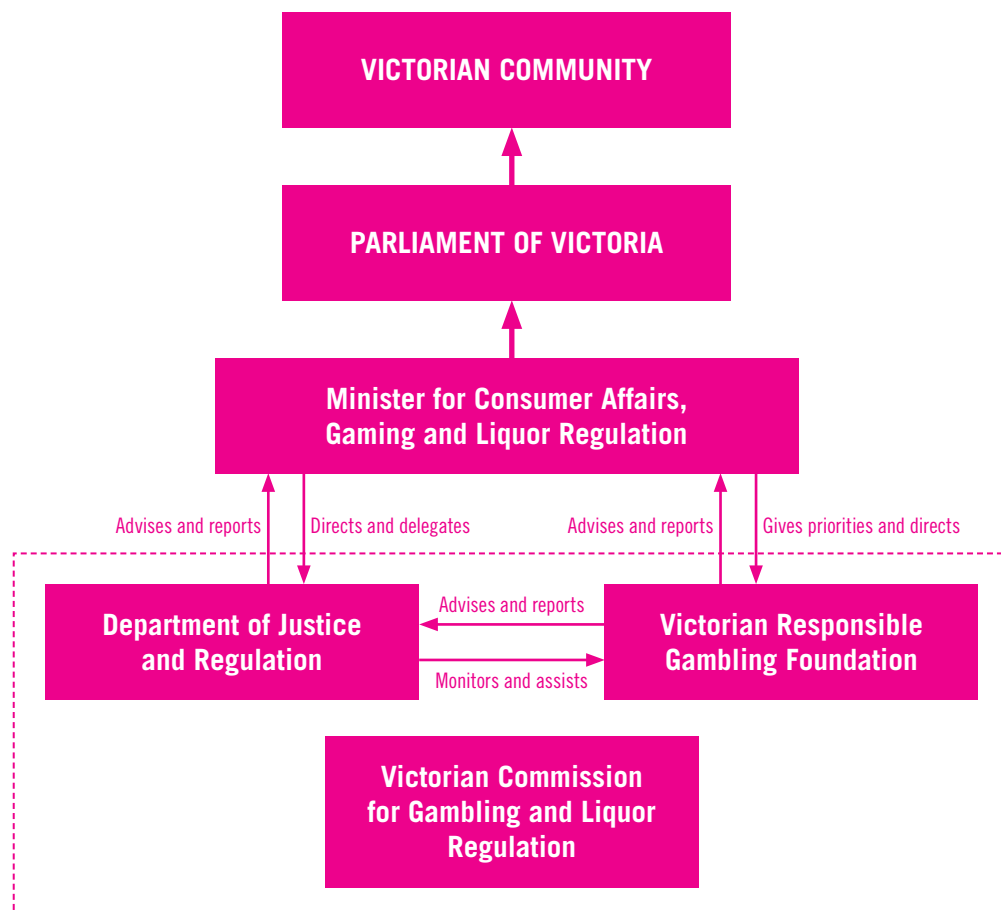


Figure 1: Victorian Responsible Gambling Foundation governance structure



## Victorian Responsible Gambling Foundation Board

The board is responsible for determining the foundation's strategic direction and ensuring the foundation achieves its objectives and carries out its legislated functions. The board comprises at least four (but no more than eight) appointed members and three members of parliament, representing different political parties.

Members are appointed by the Governor in Council (acting on the recommendation of the Minister for Consumer Affairs, Gaming and Liquor Regulation) and are chosen on the basis of relevant skills, experience and knowledge. Members are appointed for up to four years and are remunerated in accordance with Victorian Government guidelines.

Parliamentary members are appointed by a joint sitting of parliament for the parliamentary term and are not separately remunerated for their role on the board.

Under its charter, the board must meet at least six times annually. The board met seven times in 2016–17.

The members of the foundation's board during 2016–17 are listed below. See Table 1 for the tenure of each member and meetings attended during the year.



### Ms Julie Ligeti, Chair

Julie is a public policy advocate and lawyer. She started her career as a consumer advocate and subsequently gained experience at both state and federal government levels in the health and aged care, housing, community services and justice portfolios. In recent years, she has worked in the private sector developing advocacy and philanthropic programs.

In her current role as global manager of public advocacy at Cochlear Limited, Julie advocates for public health policies aimed at preventing hearing loss and ensuring access to hearing health and other support services. She has had longstanding involvement in a number of not-for-profit community organisations and is currently chair of the Accident Compensation Conciliation Service and an active supporter of Western Chances.

Julie commenced as chair of the Victorian Responsible Gambling Foundation Board in July 2016.



### Ms Mary Anne Hartley QC, Deputy Chair

Mary Anne is a barrister and company director. She has held numerous appointments on government boards, including Melbourne Water, Port of Melbourne Corporation, BreastScreen Victoria, Gascor Limited and a health regulation body.

In addition to government roles, Mary Anne has been involved in the not-for-profit sector as a director of the Monash Gallery of Art, and a school board member. Mary Anne practised as a psychologist before entering the legal profession in 1984.



### Ms Christine Black

With more than 20 years' experience in developing and evaluating social policy for various government and non-government agencies, Chris brings skills in research, writing, advocacy and program design to the board. With qualifications in architecture and a Master of Social Policy from the University of Melbourne, Chris retains a strong interest in developing policy and practical solutions to homelessness through her business Black Ink Writing & Consulting.

As a board member, Chris is particularly interested in the impact on young people of the convergence of gaming and gambling, and the growing reach of gambling in sport.



## Ms Monique Conheady

Monique is chair of Moreland Energy Foundation Limited, a commissioner with the Taxi Services Commission and a member of the Environmental Protection Authority Interim Board.

Monique was a co-founder and chief executive officer of Flexicar, and subsequently held senior management roles at Hertz Australia/New Zealand after it purchased Flexicar. In 2009, she was awarded the Victorian Telstra Business Women Private Sector Award.

The recipient of a Churchill Fellowship, Monique is an Australia Day Ambassador and a fellow of the Centre for Sustainability Leadership. She is a University of Melbourne graduate with honours in both engineering and arts.



## Ms Belinda Duarte

Born and raised in Ballarat, Belinda is Wotjobaluk with Celtic and Polish heritage. She is chief executive officer at Culture is Life, a recently established not-for-profit organisation committed to cultural strengthening for the prevention of Aboriginal youth suicide. She was the inaugural director of the Korin Gamadji Institute, based at Richmond Football Club, where she was responsible for delivering leadership and pathway programs for young Aboriginal Australians.

Belinda holds a range of appointed and voluntary positions including: co-chair of Reconciliation Victoria, member of the Victorian Premier's Jobs and Investment Panel, director of the Wheeler Centre, board member of WasteAid, director of the AnnaMila Foundation and member of the Victorian Regional Churchill Fellowship Committee. Her former appointments include board member of VicHealth, member of the National Aboriginal and Torres Strait Islander Health Equalities Council and chair of the National Aboriginal Sporting Chance Academy.



## Ms Maree Edwards MLA

Maree has been Member for Bendigo West in the Victorian Parliament since November 2010. In addition to serving the Bendigo West community, she has worked as a counsellor with the Australian Breastfeeding Association, fundraised and volunteered, including with people with cancer and with a mental health project for men.

Maree has raised four children and was a carer for her husband who died from cancer. She is passionate about gender equity and having women's voices heard in the government, corporate and private sectors. She is currently chair of the joint parliamentary Family and Community Development Committee and chair of the Victorian Government's Regional Caucus.



## Mr Tim McCurdy MLA

Tim was elected as the Member for Murray Valley in 2010 and was re-elected as the Member for Ovens Valley in 2014.

Tim has been a member of the opposition front bench since 2015. He first served as Shadow Parliamentary Secretary for Country Schools and Recreation Policy and then became Shadow Minister for Regional Development, Veterans and Sport in June 2016.

In the previous coalition government, Tim was Parliamentary Secretary for Tourism and Trade.

Tim is a former dairy farmer from Cobram. He is a strong advocate for regional Victoria, ensuring the issues that affect the state's rural and regional residents are identified and addressed.

Tim resigned from the board, effective 3 February 2017, following his appointment as Shadow Minister for Gaming and Liquor Regulation.





### Mr Anastasios (Tass) Mousaferiadis

Tass has an extensive background spanning more than 30 years in health and social policy, program development and strategy with the Victorian Government and the health and community sectors. He has worked across a range of public health policy and program areas with the state government and numerous non-government organisations.

He recently worked at the national depression and anxiety initiative beyondblue, where he led the Men's Health, Suicide Prevention and Population Health programs. He currently consults to health and community agencies on public health policy, strategy and development. He also serves on statutory and community boards, including the board at Eastern Health.



### Mr John Nguyen

John is an experienced finance and risk professional and is a partner at Deloitte Touche Tohmatsu. He has extensive experience advising public and private sector clients in the areas of risk and financial management, governance and accountability, finance transformation and strategy. John is on the audit committee of the National Gallery of Australia and was previously on the boards of Dental Health Services Victoria and febFast.



### Dr Zoe Wainer

Zoe is a public health expert and the head of public health at Bupa (Australia and New Zealand). She is also a clinical research fellow at the Peter MacCallum Cancer Centre, where she formerly held the role of deputy director of medical services. She holds a Bachelor of Medicine, Bachelor of Surgery from Flinders University and a Master of Public Health from the University of Melbourne, and is a graduate of the Australian Institute of Company Directors. She is also chair of the board of Dental Health Services Victoria.



### Mr Graham Watt MLA

Graham was elected the Member for Burwood at the 2010 Victorian state election.

He was the owner and operator of a mobile telephone retail store in the late 1990s and was a sales representative and executive for four years. In 2002, Graham started his own small business as a carpet cleaner, and it is as a small business owner that he gained an appreciation of the importance of small and medium business to the local economy.

**Table 1: Foundation board membership, tenure and meetings attended in 2016–17**

Board members	Tenure	Meetings eligible to attend	Meetings attended
Julie Ligeti (Chair)	Current (since 9 February 2016, chair since 1 July 2016)	7	7
Mary Anne Hartley QC (Deputy Chair)	Current (since 8 April 2014)	7	6
Christine Black	Current (since 21 April 2015)	7	7
Monique Conheady	Current (since 3 December 2013)	7	7
Belinda Duarte	Current (since 3 December 2013)	7	5
Maree Edwards MLA	Current (since 9 March 2016)	7	4
Tim McCurdy MLA	9 March 2016 – 3 February 2017	3	1
Tass Mousaferiadis	Current (since 21 February 2017)	3	3
John Nguyen	Current (since 3 December 2013)	7	7
Dr Zoe Wainer	Current (since 21 February 2017)	3	3
Graham Watt MLA	Current (since 9 March 2016)	7	5

## Risk, Audit and Finance Committee

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As a public sector organisation, the foundation is required to maintain an audit committee to provide independent financial oversight and assurance.

The foundation's Risk, Audit and Finance Committee consists of the following members:

- David Ashmore, Chair (external)
- Monique Conheady
- Maree Edwards MLA
- Leigh Mackay (external)
- John Nguyen.

The committee assists and advises the board in carrying out its corporate governance function, including overseeing:

- risk management
- internal and external audit
- financial management, performance and sustainability.

The committee also oversees procurement processes.

The committee met four times in 2016–17.

## Research, Policy and Advocacy Committee

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In April 2016, following changes to the Victorian Responsible Gambling Foundation Act to give the foundation a policy and advocacy function, the board established a Research, Policy and Advocacy Committee.

The foundation's Research, Policy and Advocacy Committee consists of the following members:

- Julie Ligeti, Chair
- Christine Black
- Belinda Duarte
- Maree Edwards MLA
- Tass Mousaferiadis.

The committee's role is to assist and advise the board in fulfilling its responsibilities relating to the management and strategic direction of the foundation's research, policy and advocacy functions.

The committee met four times in 2016–17.

## Executive Remuneration Committee

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The Executive Remuneration Committee determines the foundation's policy and practice for executive remuneration.

The foundation's Executive Remuneration Committee consists of the following members:

- Julie Ligeti, Chair
- Mary Anne Hartley QC
- John Nguyen.

The committee's role is currently limited to arrangements relating to the chief executive officer as there are no other executive-level roles at the foundation. In 2016–17, the committee advised the board in relation to the recruitment of the new chief executive officer.

# Structure of our organisation

The chief executive officer is accountable to the board for the day-to-day management of the foundation. The chief executive officer is supported by the foundation's senior leadership team, which comprises the heads of the foundation's functional units and other key senior leaders.

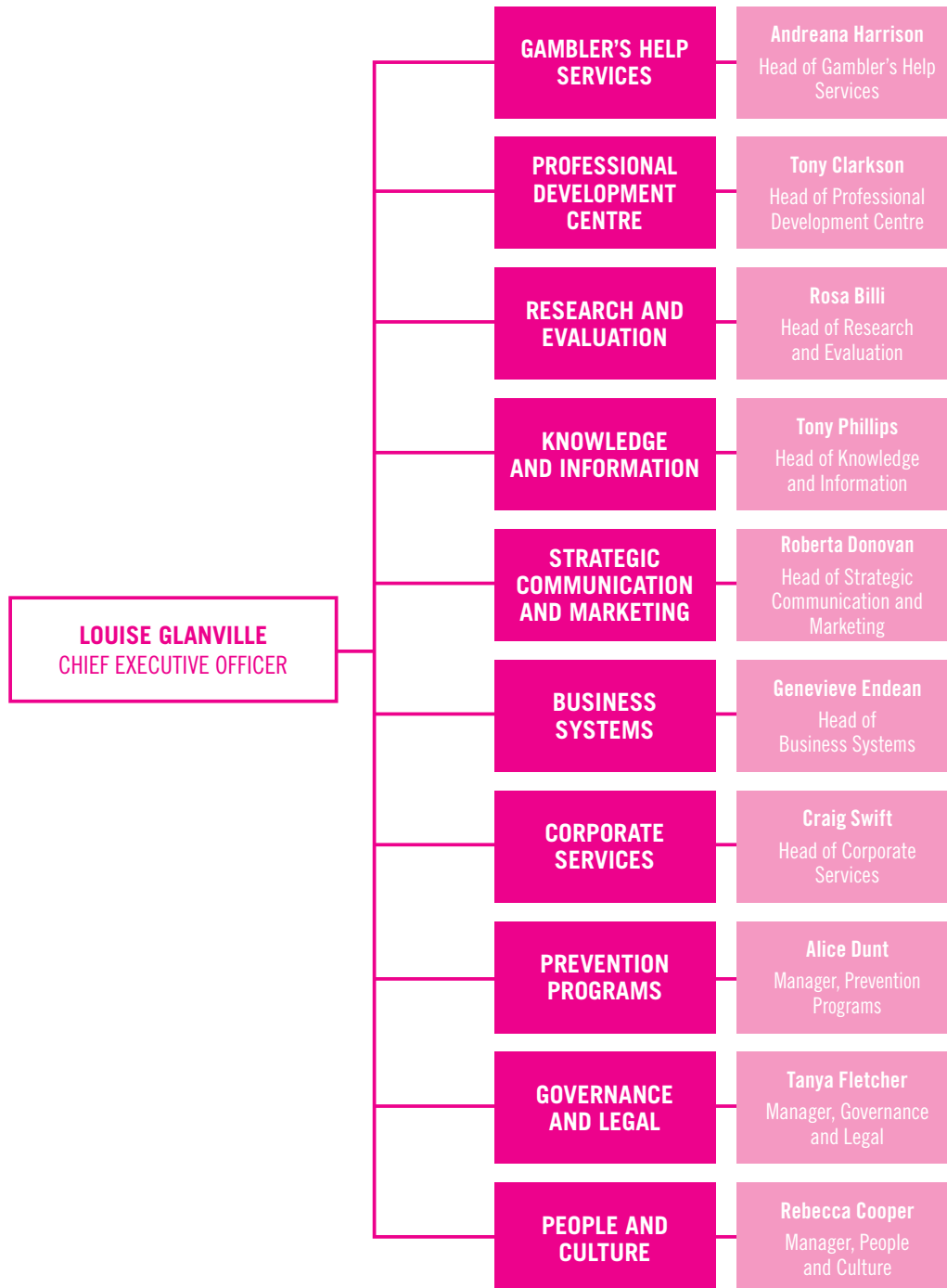


Figure 2: Victorian Responsible Gambling Foundation organisational chart

## Senior leadership team

The foundation's chief executive officer and senior leadership team are:



**Louise Glanville**  
**Chief Executive Officer**

Louise took up her role as chief executive officer of the Victorian Responsible Gambling Foundation in May 2017. Before joining the foundation, Louise spent just over three years as deputy chief executive officer at the National Disability Insurance Agency. Over her career, Louise has held positions in local and state government, academia, the private sector and ministerial offices. She is keenly interested in social and legal policy reform.



**Rosa Billi**  
**Head of Research and Evaluation**

Rosa has worked in gambling research for more than 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 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.



**Tony Clarkson**  
**Head of the Professional Development Centre**

Tony is a registered clinical member and Victorian chair of the Psychotherapy and Counselling Federation of Australia. He has more than 10 years' experience in providing therapeutic services to vulnerable groups, including young people, their families, refugees and asylum seekers. Before joining the foundation, Tony was clinical services manager of Gambler's Help Southern, Bentleigh Bayside. Prior to this, he worked as a family psychotherapist in London. He has a Masters in Psychotherapy and English Literature.



**Roberta Donovan**  
**Head of Strategic Communication and Marketing**

Roberta leads the development of the foundation's communication and marketing strategies. With a strong background in behaviour change and community engagement, Roberta has experience across all aspects of communication and has held national marketing and communications roles within the not-for-profit and education sectors.



**Genevieve Endean**  
**Head of Business Systems**

Genevieve has more than 25 years' experience in the IT industry and has worked on the development and implementation of ICT systems for the foundation since 2009. Prior to working in government, she was a senior business analyst in the corporate sector with a focus on the development and support of web-based systems in Australia and the United States.



**Andreeana Harrison**  
**Head of Gambler's Help Services**

Andreeana's background is in managing health and human services programs, including the statewide Family Services Program, and senior roles in regional and metropolitan Melbourne drug and alcohol programs. Prior to working in government, she worked in the community sector in youth, housing, homelessness, unemployment and drug and alcohol programs. Andreeana is committed to improving the lives of vulnerable people in Victoria through the delivery of quality support services.





**Tony Phillips**  
**Head of Knowledge and Information**

Tony has an extensive background in public policy and social science research, lecturing at the Universities of Melbourne and Adelaide, and at La Trobe University. He was formerly research manager at the Responsible Gambling Advocacy Centre and has also worked for the Victorian Parliament's Family and Community Development Committee.



**Craig Swift**  
**Head of Corporate Services and Chief Finance and Accounting Officer**

Craig is a Certified Practising Accountant with an extensive corporate services background in the Victorian public service. He is experienced in financial and risk management, audit services and corporate services administration. Craig has worked for the Office of Local Government, was previously Chief Finance Officer with the Victorian Commission for Gambling and Liquor Regulation, and also held managerial roles within the former Department of Justice portfolio.



**Rebecca Cooper**  
**Manager, People and Culture**

Rebecca has an extensive background in workplace relations, and has also worked in employment programs, learning and development, recruitment and health and safety. She has 12 years' experience in the Victorian public sector, with previous roles in the Department of Justice and Regulation and the Department of Health and Human Services. Rebecca has a special interest in organisational behaviour and mental health in the workplace.



**Alice Dunt**  
**Manager, Prevention Programs**

Alice has worked in gambling prevention for more than seven years – work that has included the establishment of the foundation's Venue Support Program, oversight of the Community Education Program and implementation of the Prevention Partnership Program. She has previously worked on the development of alcohol policy and the implementation of programs for women at a state level, as well as on developing social policy and programs at a federal level.



**Tanya Fletcher**  
**Manager, Governance and Legal**

Tanya is a senior business leader with more than 20 years' experience in corporate governance and legal work. She is passionate about excellent governance and making the most of dynamic business environments – working with boards, CEOs and senior leadership teams to achieve organisational outcomes, particularly through building and developing effective teams. Before joining the foundation in August 2016, Tanya was director of strategic business planning at World Vision Australia, after many years there as in-house legal counsel. She has served on numerous not-for-profit boards and is currently board chair of an independent school.

The role of head of the Strategic Communication team was filled by Janine Sim-Jones from August 2016 to May 2017. We thank Janine for her valuable contribution. We also acknowledge and thank Ian Urquhart, who was head of the Operations team and departed the foundation in November 2016.

# Our people

The foundation fosters an employee-centred and values-based culture. We attract competent and committed people who play a vital role in our long-term success. Our workforce comprises people with diverse backgrounds, skills and experience, which broadens the foundation's knowledge and capability. We work in an environment that upholds the public sector employment principles, where practical and solution-focused individuals take pride in delivering on the foundation's mandate.

## Our values

The Victorian public sector values underpin our expectations of behaviour for all foundation employees. The values below are outlined in Section 7 of the Public Administration Act.

### **Responsiveness**

- Providing frank, impartial and timely advice to government
- Providing high quality services to the Victorian community
- Identifying and promoting best practice

### **Integrity**

- Being honest, open and transparent in their dealings
- Using powers responsibly
- Reporting improper conduct
- Avoiding real or apparent conflicts of interest
- Striving to earn and sustain public trust at the highest level

### **Impartiality**

- Making decisions and providing advice on merit without bias, caprice, favouritism or self-interest
- Acting fairly by objectively considering all relevant facts and applying fair criteria
- Implementing government policies and programs equitably

### **Accountability**

- Working to clear objectives in a transparent manner
- Accepting responsibility for their decisions and actions
- Seeking to achieve best use of resources
- Submitting themselves to appropriate scrutiny

### **Respect**

- Treating others fairly and objectively
- Ensuring freedom from discrimination, harassment and bullying
- Using their views to improve outcomes on an ongoing basis

### **Leadership**

- Actively implementing, promoting and supporting these values

### **Human rights**

- Making decisions and providing advice consistent with the human rights set out in the *Charter of Human Rights and Responsibilities Act 2006*
- Actively implementing, promoting and supporting human rights

## People and culture

The foundation is committed to strengthening our capabilities and nurturing our relationships with stakeholders to ensure we can deliver on our strategic priorities for all Victorians.

The Victorian Public Service Enterprise Agreement 2016 and the Public Administration Act provide the legal framework through which employment terms and conditions are established for most of our employees. We have in place a range of wellbeing programs and flexible work and leave options to meet people's diverse needs and commitments.

Through leadership workshops this year, we supported managers to implement policies and procedures to ensure a safe, inclusive and flexible workplace.

### Policies and procedures

We aim to create a workplace that reflects our community, applying the principles of equity, diversity and fair and reasonable treatment for all staff. As part of our commitment to continuous improvement, we updated our policies and procedures in line with our obligations under the Public Administration Act, and according to guidelines issued by the Victorian Public Sector Commissioner.

These improvements focused on the following areas:

- flexible working arrangements
- support for employees experiencing family violence
- emergency management practices
- access to learning and development tools
- performance and development planning systems
- support for employees experiencing wellbeing issues.

### Recruitment and induction

#### Principles of merit and equity

To ensure we are attracting and retaining the right people, the foundation:

- supports public sector values of integrity, impartiality, accountability, leadership and respect
- maintains avenues of redress against treatment and decisions made in contradiction to public sector values and principles.

Under the merit in employment principles, the following apply:

- Selection decisions are based on assessment of an individual's work-related qualities, abilities and potential against the genuine requirements of the role.
- Decisions to appoint are based on competitive selection processes, where a suitable field of qualified candidates has been considered.
- Selection criteria are clearly identified and mapped directly to the requirements of the vacancy.
- Selection processes and decisions are free from bias and are compliant with the public sector employment framework.

#### Induction

New employees participate in an induction program that spans the first 12 weeks of their employment. The program is delivered by managers in partnership with our People and Culture unit. It familiarises new starters with:

- the foundation's vision, mission and values
- the foundation's functional units and staff
- local practices and policies
- strategic priorities and planning
- behaviour expectations
- employee support programs
- health, wellbeing and safety practices
- development programs and online learning
- social club activities.

We reviewed our induction program in 2016–17 and used structured feedback to improve its delivery and to promote higher levels of engagement in the first year of employment.

## Learning and development

The foundation is committed to strengthening the capability of all employees and supporting them to work together to deliver the best outcomes. Learning and development is an important component of this. Our system for managing performance planning and reporting aligns job-specific accountabilities and performance goals to strategic priorities and organisational values. Our leaders play a pivotal role in ensuring this alignment and working with staff to increase their competencies.

This year, we continued our emphasis on building employee skills and practical knowledge, with a combination of mandatory and discretionary training. We also ensured employees could make use of a range of wellbeing programs. Our staff accessed more than 250 online learning and development opportunities during the year. This included mandatory courses on the Victorian Public Sector Code of Conduct and on health and safety at work, delivered in an interactive and self-paced format.

## Occupational health and safety

We are committed to providing a safe and healthy environment for staff, contractors and visitors. We provide every new starter with comprehensive training on the foundation’s safety and wellbeing practices, as well as the support services available to staff. Existing employees undertake regular refresher training and participate in a range of activities that focus on overall mental and physical wellbeing.

Our Health, Safety, Wellbeing and Sustainability Committee met formally three times during 2016–17 to monitor and evaluate our health and safety compliance framework. Members of the committee also met on an informal and more regular basis to consider health, safety and wellbeing matters. In addition, the committee worked with the social club to run events to raise awareness of important mental and physical health issues.

The focus this year was to develop a culture that supports health, safety and wellbeing at work by:

- promoting awareness of proactive wellbeing and mental health
- interrupting sedentary behaviour by using adjustable workstations and increasing physical activity
- promoting safer manual handling practices
- increasing awareness of inclusive behaviour.

The Health, Safety, Wellbeing and Sustainability Committee was established as a requirement of the *Occupational Health and Safety Act 2004*. The committee includes one elected health and safety representative, one elected deputy health and safety representative and one representative from the senior leadership team.

**Table 2: Health, safety and wellbeing activities and outcomes**

Activity	Description	Outcome
Management commitment	Regular reporting to senior management	Completed
Risk management	Internal audits and inspections carried out as planned and in a timely manner	Completed
Consultation	Composition of designated work group and issue resolution processes meet legislative requirements	Completed
Emergency management	Emergency and evacuation drill carried out as planned	Completed

## Incident management

The foundation continued to achieve minimal injury and incident rates in 2016–17. One injury was recorded in the incident reporting system, which is independently maintained by the Department of Justice and Regulation.

The foundation received one minor claim arising from this injury that was accepted by our insurer.

Cost of claim: \$320



## Employee wellbeing programs

Foundation employees have access to a range of wellbeing programs and initiatives.

- As members of the Victorian public sector, employees can access discounted private health insurance.
- The foundation is a member of the Heads Up mental health program, a workplace initiative delivered by beyondblue.
- Employees are encouraged to participate in mindful practices, develop resilience to stress and make use of quiet workspaces.
- A walking program is promoted within the foundation, coordinated by employees.
- We promote key dates and events such as R U OK Day, Mental Health Awareness Month and Occupational Health and Safety Week, and employees are encouraged to participate.
- Employees have access to free or cost-effective wellbeing programs.
- Employees have access to free, confidential counselling and support, coordinated through the Department of Justice and Regulation.
- Employees have access to free, confidential counselling and support if they are, or a member of their family is, affected by family violence.
- Employees have access to adjustable desks to promote healthier workstation practices.

## Workforce profile

### Workforce data

The data in the tables below is based on active full-time equivalent (FTE) staff, meaning people who attend work or are paid during the last full pay period of the financial year. This includes ongoing, fixed-term and casual employees who are employed under Part 3 of the Public Administration Act. It excludes staff on long-term leave without pay, on parental leave without pay, or absent on secondment, as well as labour hire agency staff.

**Table 3: Full-time equivalent (FTE) staffing trends from 2013 to 2017**

2017	2016	2015	2014	2013
51	44.2	47.1	50.3	40.2

This year our organisation increased in size from 44.2 to 51 FTE, reflecting the return of a number of staff from maternity leave as well as the addition of two roles created to resource long-term projects. The new chief executive officer is included as an executive employee of the foundation, being appointed by the foundation's board (noting that the previous chief executive officer was a Governor in Council appointment).

**Table 4: Workforce by classification**

Classification	Employment type	2017		2016	
		Count	FTE	Count	FTE
VPS 1	Fixed and casual	0	0	0	0
	Ongoing	0	0	0	0
VPS 2	Fixed and casual	0	0	0	0
	Ongoing	0	0	0	0
VPS 3	Fixed and casual	0	0	0	0
	Ongoing	1	1	1	1
VPS 4	Fixed and casual	3	3	1	1
	Ongoing	14	13.8	15	14.6
VPS 5	Fixed and casual	1	1	0	0
	Ongoing	22	21.3	20	18.6
VPS 6	Fixed and casual	2	2	2	2
	Ongoing	8	7.9	7	7
Executive*	Fixed and casual	1	1	0	0
	Ongoing	0	0	0	0
<b>Total</b>		<b>52</b>	<b>51</b>	<b>46</b>	<b>44.2</b>

\* No executive data is recorded for 2016 as the chief executive officer was appointed by the Governor in Council as a statutory officer and was therefore not reportable as an executive officer. In 2017, the Victorian Government's Policy on Executive Remuneration in Public Entities applied to the appointment of the new chief executive officer.

**Table 5: Workforce by employment type**

Employment type	2017		2016	
	Count	FTE	Count	FTE
Fixed and casual	7	7	3	3
Ongoing	45	44	43	41.2
<b>Total</b>	<b>52</b>	<b>51</b>	<b>46</b>	<b>44.2</b>

**Table 6: Workforce gender breakdown**

Gender	Employment type	2017		2016	
		Count	FTE	Count	FTE
Female	Fixed and casual	4	4	0	0
	Ongoing	33	32.2	31	29.6
Male	Fixed and casual	3	3	3	3
	Ongoing	12	11.8	12	11.6
<b>Total</b>		<b>52</b>	<b>51</b>	<b>46</b>	<b>44.2</b>

Our gender profile shows there are more female employees than male employees at the foundation. This aligns with Victorian public sector trends.

**Table 7: Workforce age**

Age	2017				2016			
	Fixed and casual		Ongoing		Fixed and casual		Ongoing	
	Count	FTE	Count	FTE	Count	FTE	Count	FTE
25–34	2	2	13	13	1	1	12	12
35–44	3	3	17	16.2	2	2	16	14.4
45–54	1	1	8	7.8	0	0	9	8.8
55–64	1	1	7	7	0	0	6	6
Over 64	0	0	0	0	0	0	0	0
<b>Total</b>	<b>7</b>	<b>7</b>	<b>45</b>	<b>44</b>	<b>3</b>	<b>3</b>	<b>43</b>	<b>41.2</b>

Our age profile is slightly younger than most Victorian public sector organisations, with the majority of employees under the age of 45 years.

# Statutory reporting responsibilities

## Local Jobs First – Victorian Industry Participation Policy

The *Victorian Industry Participation Policy Act 2003* requires public sector bodies to report on the implementation of the Local Jobs First – Victorian Industry Participation Policy (Local Jobs First – VIPP). Public sector bodies are required to apply the Local Jobs First – VIPP in all procurement activities valued at \$3 million or more in metropolitan Melbourne and for statewide projects, or \$1 million or more for procurement activities in regional Victoria.

The foundation did not enter into any contracts to which the Local Jobs First – VIPP applies for the 12 months ending 30 June 2017.

## Compliance with the DataVic Access Policy

Consistent with the Victorian Government DataVic Access Policy released in 2012, the foundation has developed its policies and procedures to ensure appropriate release of information.

## Consultancy expenditure

### Details of consultancies (valued at \$10 000 or greater)

We continued engagement with one consultancy in 2016–17 where the total fees payable were \$10 000 or greater. The total expenditure incurred during 2016–17 in relation to this consultancy was \$121 000 (excluding GST). Details of the individual consultancy are outlined below.

**Table 8: Consultancy expenditure in 2016–17**

Consultant	Purpose of consultancy	Total approved project fee (excl. GST) \$	Expenditure 2016–17 (excl. GST) \$	Future expenditure (excl. GST) \$
Roberts Evaluation Pty Ltd	Prevention grants program evaluation	\$528 100	\$121 000	\$59 810

## Disclosure of major contracts

In accordance with the requirements of government policy and accompanying guidelines, the foundation did not enter into any major contracts for the 12 months ended 30 June 2017. Major contracts are defined as contracts greater than \$10 million.

## National Competition Policy

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Under the National Competition Policy, the guiding legislative principle is that legislation, including future legislative proposals, should not restrict competition unless it can be demonstrated that:

- the benefits of the restriction to the community as a whole outweigh the costs
- the objectives of the legislation can only be achieved by restricting competition.

The foundation continues to comply with the requirements of the National Competition Policy.

## Freedom of information

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The *Freedom of Information Act 1982* allows the public a right of access to documents held by the foundation. The foundation received one request, from a member of the Victorian Parliament, during 2016–17.

For the purposes of the Act, the foundation's principal officer was the chief executive officer.

### Making a request

Access to documents may be obtained through written request to the freedom of information officer, as detailed in section 17 of the Freedom of Information Act. In summary, the requirements for making a request are that:

- it should be in writing
- it should identify as clearly as possible which document is being requested
- it should be accompanied by the appropriate application fee (the fee may be waived in certain circumstances).

Requests for documents should be addressed to:

Freedom of Information Officer  
Victorian Responsible Gambling Foundation  
PO Box 2156, Royal Melbourne Hospital  
Victoria 3050

The foundation can also be contacted via the following email address:  
[contact@responsiblegambling.vic.gov.au](mailto:contact@responsiblegambling.vic.gov.au).

Access charges (for example, photocopying and search and retrieval charges) may also apply once documents have been processed and a decision on access is made.

Further information regarding freedom of information can be found at [foi.vic.gov.au](http://foi.vic.gov.au).

## Compliance with the Protected Disclosure Act 2012

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The *Protected Disclosure Act 2012* encourages and assists people in making disclosures of improper conduct by public officers and public bodies. The Act provides protection to people who make disclosures in accordance with the Act and establishes a system for the matters disclosed to be investigated and rectifying action to be taken.

The foundation does not tolerate improper conduct by employees, nor the taking of reprisals against those who come forward to disclose such conduct. We are committed to ensuring transparency and accountability in administrative management practices and support the making of disclosures that reveal corrupt conduct, conduct involving substantial mismanagement of public resources, or conduct involving substantial risk to public health and safety or the environment.

The foundation will take reasonable steps to protect people who make such disclosures from any detrimental action in reprisal for making the disclosure. We will also afford natural justice to the person who is the subject of the disclosure to the extent that is legally possible.



## Reporting procedures

The protected disclosure procedures, which outline the process for disclosing improper conduct or detrimental action by the foundation or any of our employees or officers, are available on the Independent Broad-based Anti-corruption Commission's website. Go to: [ibac.vic.gov.au](http://ibac.vic.gov.au).

Disclosures of improper conduct or detrimental action by the foundation or any of our employees or officers may be made to any of the following personnel:

- the protected disclosure coordinator at the Department of Justice and Regulation
- the chief executive officer of the foundation
- the manager or supervisor of a person in the foundation who chooses to make a disclosure.

Alternatively, disclosures of improper conduct or detrimental action by the foundation or any of its employees or officers may also be made directly to the Independent Broad-based Anti-corruption Commission:

Level 1, North Tower  
459 Collins Street  
Melbourne  
Victoria 3000

Phone: 1300 735 135

Web: [ibac.vic.gov.au](http://ibac.vic.gov.au)

In 2016–17, no disclosures were made by any individual to the foundation or notified to the Independent Broad-based Anti-corruption Commission.

## Building Act 1993

The foundation does not own any land or buildings but is a tenant at 14–20 Blackwood Street, North Melbourne. Consequently, we are exempt from notifying compliance with the building and maintenance provisions of the *Building Act 1993*.

## Compliance with the Carers Recognition Act 2012

The foundation formally recognises the *Carers Recognition Act 2012* and values the importance of carer relationship commitments for individuals and families.

The foundation promotes the Act by:

- ensuring our staff have an awareness and understanding of the care relationship principles set out in the Act and how they relate to employee entitlements. For example, induction and training programs offered by the foundation include discussion of the Act and its principles
- considering the care relationship principles set out in the Act when setting policies and providing support services to employees. This includes ensuring our employment policies, such as flexible working arrangements and leave provisions, comply with the principles in the Act.

## Environmental impact

The foundation has several strategies in place to promote sustainability in the workplace. These include:

- providing separate recycling, landfill and compost bins in key locations
- promoting paper recycling using recycle and secure bins
- encouraging staff to use low energy and material settings when printing documents
- monitoring paper consumption
- engaging socially conscious and environmentally friendly caterers where possible
- encouraging staff to use public transport when travelling to work or for work purposes.

Our Health, Safety, Wellbeing and Sustainability Committee continues to come up with new ways to address our environmental impact, with additional programs to be rolled out in the coming year.

## Additional information available on request

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In compliance with the requirements of the Standing Directions of the Minister for Finance, details in respect of the items listed below have been retained by the foundation and are available on request, subject to the provisions of the Freedom of Information Act.

- a) a statement that declarations of pecuniary interests have been duly completed by all relevant foundation officers
- b) details of shares held by a senior officer as nominee or held beneficially in a statutory authority or subsidiary
- c) details of publications produced by the foundation about our activities, and how they can be obtained
- d) details of changes in prices, fees, charges, rates and levies charged by the foundation
- e) details of any major external reviews carried out on the foundation
- f) details of major research and development activities undertaken by the foundation
- g) details of overseas visits undertaken, including a summary of the objectives and outcomes of each visit
- h) details of major promotional, public relations and marketing activities undertaken by the foundation to develop community awareness of our organisation and services
- i) details of assessments and measures undertaken to improve the occupational health and safety of employees
- j) a general statement on industrial relations within the foundation and details of time lost through industrial accidents and disputes
- k) a list of major committees sponsored by the foundation, the purposes of each committee and the extent to which the purposes have been achieved
- l) details of all consultancies and contractors including:
  - i) consultants and contractors engaged
  - ii) services provided
  - iii) expenditure committed to for each engagement.

The information is available on request from:

Freedom of Information Officer  
Victorian Responsible Gambling Foundation  
PO Box 2156, Royal Melbourne Hospital  
Victoria 3050

Email: [contact@responsiblegambling.vic.gov.au](mailto:contact@responsiblegambling.vic.gov.au)

# Attestation statement

## Risk management

### **Attestation for compliance with the Ministerial Standing Direction 3.7.1**

I, Julie Ligeti, certify that the Victorian Responsible Gambling Foundation has complied with the Ministerial Standing Direction 3.7.1 – Risk management framework and processes. The Victorian Responsible Gambling Foundation Risk, Audit and Finance Committee and board verifies this.



**Julie Ligeti**  
Chair  
Victorian Responsible Gambling Foundation  
22 September 2017







Cricket balls produced for Cricket Victoria's first 'Love the Game' themed round

# FINANCIAL STATEMENTS

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# Accountable officer, chair and chief finance and accounting officer declaration

The attached financial statements for the Victorian Responsible Gambling Foundation have been prepared in accordance with Direction 5.2 of the Standing Directions of the Minister for Finance under the *Financial Management Act 1994*, applicable Financial Reporting Directions, Australian Accounting Standards including Interpretations, and other mandatory professional reporting requirements.

We further state that, in our opinion, the information set out in the comprehensive operating statement, balance sheet, statement of changes in equity, cash flow statement and accompanying notes, presents fairly the financial transactions during the year ended 30 June 2017 and financial position of the foundation at 30 June 2017.

At the time of signing, we are not aware of any circumstance which would render any particulars included in the financial statements to be misleading or inaccurate.

We authorise the attached financial statements for issue on 22 September 2017.



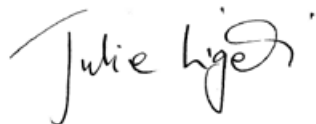
**Craig Swift**

Chief Finance and Accounting Officer  
Victorian Responsible Gambling Foundation  
22 September 2017



**Louise Glanville**

Chief Executive Officer  
Victorian Responsible Gambling Foundation  
22 September 2017



**Julie Ligeti**

Chair  
Victorian Responsible Gambling Foundation  
22 September 2017

# Independent auditor's report



Victorian Auditor-General's Office

## Independent Auditor's Report

### To the Board of the Victorian Responsible Gambling Foundation

<b>Opinion</b>	<p>I have audited the financial report of the Victorian Responsible Gambling Foundation (the foundation) which comprises the:</p> <ul style="list-style-type: none"><li>• balance sheet as at 30 June 2017</li><li>• comprehensive operating statement for the year then ended</li><li>• statement of changes in equity for the year then ended</li><li>• cash flow statement for the year then ended</li><li>• notes to the financial statements, including a summary of significant accounting policies</li><li>• accountable officer, chair and chief finance and accounting officer declaration.</li></ul> <p>In my opinion the financial report presents fairly, in all material respects, the financial position of the foundation as at 30 June 2017 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of Part 7 of the <i>Financial Management Act 1994</i> and applicable Australian Accounting Standards.</p>
<b>Basis for Opinion</b>	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Auditing Standards. My responsibilities under the Act are further described in the <i>Auditor's Responsibilities for the Audit of the Financial Report</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. My staff and I are independent of the foundation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's <i>APES 110 Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the financial report in Australia. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
<b>Board's responsibilities for the financial report</b>	<p>The Board of the foundation is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the <i>Financial Management Act 1994</i>, and for such internal control as the Board determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.</p> <p>In preparing the financial report, the Board is responsible for assessing the foundation's ability to continue as a going concern, and using the going concern basis of accounting unless it is inappropriate to do so.</p>



## Independent auditor's report (continued)

**Auditor's responsibilities for the audit of the financial report**

As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the foundation's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board
- conclude on the appropriateness of the Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the foundation's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the foundation to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

MELBOURNE  
2 October 2017



Travis Derricott  
*as delegate for the Auditor-General of Victoria*

# Comprehensive operating statement

For the financial year ended 30 June 2017

	Notes	2017 \$	2016 \$
<b>CONTINUING OPERATIONS</b>			
<b>Income from transactions</b>			
Grants	2.1.1	39 685 537	38 782 750
Fair value of assets received free of charge or for nominal consideration	2.1.2	200	200
Other income	2.1.3	200 000	-
<b>Total income from transactions</b>		<b>39 885 737</b>	<b>38 782 950</b>
<b>Expenses from transactions</b>			
Employee expenses	3.1.1	(6 288 088)	(5 811 393)
Depreciation	5.1.1	(57 504)	(312 158)
Interest expense	7.1	(782)	(1 972)
Grants expenses	3.2	(20 617 769)	(19 951 329)
Media campaign advertising	3.3	(5 678 263)	(7 096 271)
Professional services	3.3	(5 055 231)	(3 691 767)
Other operating expenses	3.3	(1 892 924)	(2 085 714)
<b>Total expenses from transactions</b>		<b>(39 590 561)</b>	<b>(38 950 604)</b>
<b>Net result from transactions (net operating balance)</b>		<b>295 176</b>	<b>(167 654)</b>
<b>Other economic flows included in net result</b>			
Net gain/(loss) arising from revaluation of annual and long service leave liability	9.1	(3 979)	(10 136)
Net gain arising from disposal of leased vehicle	9.1	286	-
<b>Total other economic flows included in net result</b>		<b>(3 693)</b>	<b>(10 136)</b>
<b>Net result / Comprehensive result</b>		<b>291 483</b>	<b>(177 790)</b>

The accompanying notes form part of these financial statements.

# Balance sheet

As at 30 June 2017

	Notes	2017 \$	2016 \$
<b>ASSETS</b>			
<b>Financial assets</b>			
Cash and deposits	7.3	5 057 942	250
Receivables	6.1	75 225	4 577 038
<b>Total financial assets</b>		<b>5 133 167</b>	<b>4 577 288</b>
<b>Non-financial assets</b>			
Plant and equipment	5.1	18 383	110 483
Other non-financial assets	6.3	23 896	-
<b>Total non-financial assets</b>		<b>42 279</b>	<b>110 483</b>
<b>Total assets</b>		<b>5 175 446</b>	<b>4 687 771</b>
<b>LIABILITIES</b>			
Payables	6.2	3 132 110	3 084 030
Employee-related provisions	3.1.2	1 158 659	971 476
Borrowings	7.1	-	39 072
<b>Total liabilities</b>		<b>4 290 769</b>	<b>4 094 578</b>
<b>Net assets</b>		<b>884 676</b>	<b>593 193</b>
<b>EQUITY</b>			
Accumulated surplus		884 676	593 193
<b>Net worth</b>		<b>884 676</b>	<b>593 193</b>

The accompanying notes form part of these financial statements.

# Statement of changes in equity

For the financial year ended 30 June 2017

	Accumulated surplus/(deficit) \$	Total \$
<b>Balance at 1 July 2015</b>	<b>770 983</b>	<b>770 983</b>
Net result for the year	(177 790)	(177 790)
<b>Balance at 30 June 2016</b>	<b>593 193</b>	<b>593 193</b>
Net result for the year	291 483	291 483
<b>Balance at 30 June 2017</b>	<b>884 676</b>	<b>884 676</b>

The accompanying notes form part of these financial statements.

# Cash flow statement

For the financial year ended 30 June 2017

	Notes	2017 \$	2016 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Receipts</b>			
Receipts from government		43 772 813	33 673 800
Receipts from other entities		614 737	602 150
<b>Total receipts</b>		<b>44 387 550</b>	<b>34 275 950</b>
<b>Payments</b>			
Payments to suppliers and employees		(39 324 601)	(39 268 626)
Interest and other costs of finance paid		(782)	(1 972)
<b>Total payments</b>		<b>(39 325 383)</b>	<b>(39 270 598)</b>
<b>Net cash flows from/(used in) operating activities</b>	<b>7.3.1</b>	<b>5 062 167</b>	<b>(4 994 648)</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Purchases of non-financial assets		-	(5 765)
<b>Net cash flows from/(used in) investing activities</b>		<b>-</b>	<b>(5 765)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Repayment of finance leases		(4 475)	(8 718)
<b>Net cash flows from/(used in) financing activities</b>		<b>(4 475)</b>	<b>(8 718)</b>
<b>Net increase/(decrease) in cash and cash equivalents</b>		<b>5 057 692</b>	<b>(5 009 131)</b>
Cash and cash equivalents at beginning of financial year		250	5 009 381
<b>Cash and cash equivalents at end of financial year</b>	<b>7.3</b>	<b>5 057 942</b>	<b>250</b>

The accompanying notes form part of these financial statements.



# Notes to the financial statements

**For the financial year ended 30 June 2017**

## **1. ABOUT THIS REPORT**

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The Victorian Responsible Gambling Foundation (the foundation) is a public sector entity of the State of Victoria, established pursuant to section 1 (1) of the *Victorian Responsible Gambling Foundation Act 2011*. It is an administrative agency acting on behalf of the Crown.

A description of the nature of its operations and its principal activities is included in the report of operations, which does not form part of these financial statements.

Its principal address is:

Victorian Responsible Gambling Foundation  
14–20 Blackwood Street  
North Melbourne  
Victoria 3051

### **Basis of preparation**

These financial statements are in Australian dollars and the historical cost convention is used unless a different measurement basis is specifically disclosed in the note associated with the item measured on a different basis.

The accrual basis of accounting has been applied in preparing these financial statements, whereby assets, liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

Judgements, estimates and assumptions are required to be made about financial information being presented. The significant judgements made in the preparation of these financial statements are disclosed in the notes where amounts affected by those judgements are disclosed. Estimates and associated assumptions are based on professional judgements derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

These financial statements represent the audited general purpose financial statements for the Victorian Responsible Gambling Foundation for the period ended 30 June 2017 and include all the controlled activities of the foundation. All amounts in the financial statements are to the nearest dollar.

### **Compliance information**

These general purpose financial statements have been prepared in accordance with the *Financial Management Act 1994* (FMA) and applicable Australian Accounting Standards (AAS), which include Interpretations, issued by the Australian Accounting Standards Board (AASB). In particular, they are presented in a manner consistent with the requirements of AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Where appropriate, those AAS paragraphs applicable to not-for-profit entities have been applied. Accounting policies selected and applied in these financial statements ensure that the resulting financial information satisfies the concepts of relevance and reliability, thereby ensuring that the substance of the underlying transactions or other events is reported.

## 2. FUNDING DELIVERY OF OUR SERVICES

The objectives of the foundation are:

- (a) to reduce the prevalence of problem gambling and the severity of harm related to gambling
- (b) to foster responsible gambling.

The foundation is funded via an account in the Public Account as part of the trust fund known as the Responsible Gambling Fund. This fund is administered by the foundation. Amounts are credited to the Responsible Gambling Fund from the Community Support Fund of the Department of Treasury and Finance.

The foundation is a general government sector entity, consolidated under the Justice portfolio, whose revenue is classified as Department of Treasury and Finance appropriation, paid into the Community Support Fund, being a Department of Treasury and Finance entity, and which is on-passed to the foundation via the Department of Justice and Regulation.

The foundation is to apply monies in the Responsible Gambling Fund to fund its ongoing operations and service delivery.

### 2.1 Summary of income that funds the delivery of our services

	Notes	2017 \$	2016 \$
Grants	2.1.1	39 685 537	38 782 750
Fair value of assets received free of charge or for nominal consideration	2.1.2	200	200
Other income	2.1.3	200 000	-
<b>Total income from transactions</b>		<b>39 885 737</b>	<b>38 782 950</b>

Income is recognised to the extent that it is probable that the economic benefits will flow to the foundation and the income can be reliably measured at fair value.

#### 2.1.1 Grants

	2017 \$	2016 \$
Community Support Fund	37 013 000	36 574 800
Contributions – Australian Online Gambling Counselling and Support Program	614 537	601 950
Other grant income	2 058 000	1 606 000
<b>Total grants</b>	<b>39 685 537</b>	<b>38 782 750</b>

#### Grants from the Community Support Fund – Department of Treasury and Finance

Income from grants is recognised when the foundation obtains control over the contribution.

The foundation's income is by way of grant funding from the Community Support Fund – Department of Treasury and Finance for the production of foundation outputs.

The foundation is funded via a four-year allocation that is approved by the Expenditure Review Sub-Committee of Cabinet. The initial funding approval associated with the establishment of the foundation sunsetted on 30 June 2015. Committed but unexpended funds at that date totalled \$2.8 million. The Community Support Fund provided associated amounts to the foundation, in line with incurred expenditure, in the 2015–16 financial year. Accordingly, expenditure and revenue identified in reporting for 2015–16 reflects the first year operations for funding approved for the four years commencing 1 July 2015 and ending 30 June 2019, together with final year commitments from the prior approved allocation. Income and expenditure for the 2016–17 financial year reflects funding for the second year operations of the current four-year approved funding allocation.

#### Grants from other states and the Commonwealth – Australian Online Gambling Counselling and Support Program

Additional grants income reflects other states' contributions to facilitate the Australian Online Gambling Counselling and Support Program.

### Other grant income

Grant income becomes controlled and is recognised by the foundation when it is appropriated from the consolidated fund and applied to the purposes defined under the relevant appropriations Act.

This income reflects funding to Gambler's Help agencies associated with wage increases in the social and community services sector, implementing the equal remuneration decision handed down by Fair Work Australia on 1 February 2012, regarding workers employed under the Social and Community Services (SACS) Award. It also reflects termination benefits payable when employment is terminated before the normal retirement date.

### 2.1.2 Fair value of assets received free of charge or for nominal consideration

	2017 \$	2016 \$
<b>ASSETS</b>		
Cash donations	200	200
<b>Total fair value of assets received free of charge or for nominal consideration</b>	<b>200</b>	<b>200</b>

Contributions of resources received free of charge or for nominal consideration are recognised at fair value when control is obtained over them, irrespective of whether these contributions are subject to restrictions or conditions over their use.

### 2.1.3 Other income

	2017 \$	2016 \$
Commonwealth contribution – research project	200 000	-
<b>Total other income</b>	<b>200 000</b>	<b>-</b>

The Commonwealth contribution relates to funding provided for an Industry Data research project which is being jointly funded with the foundation.

### Services provided by the Department of Justice and Regulation

The Department of Justice and Regulation provides certain corporate services and resources to the foundation. The value of these support services, which include the use of the department's finance and payroll systems, is not recognised in the financial statements. The department is centrally funded to provide these services and resources for which fair value cannot be reliably determined.

## 3. THE COST OF DELIVERING SERVICES

This section provides an account of the expenses incurred by the foundation in delivering services and outputs. In Section 2, the funds that enable the provision of services were disclosed, and in this note the costs associated with provision of services are recorded.

### 3.1 Expenses incurred in delivery of services

	Notes	2017 \$	2016 \$
Employee benefit expenses	3.1.1	6 288 088	5 811 393
Depreciation	5.1.1	57 504	312 158
Interest expense	7.1	782	1 972
Grants and other transfers	3.2	20 617 769	19 951 329
Other operating expenses	3.3	12 626 418	12 873 752
<b>Total expenses incurred in delivery of services</b>		<b>39 590 561</b>	<b>38 950 604</b>

### 3.1.1 Employee benefits in the comprehensive operating statement

	2017 \$	2016 \$
Defined contribution superannuation expense	458 788	432 994
Defined benefit superannuation expense	23 677	22 987
Termination benefits	70 226	62 009
Salaries and wages, annual leave and long service leave	5 735 397	5 293 403
<b>Total employee expenses</b>	<b>6 288 088</b>	<b>5 811 393</b>

Employee expenses include all costs related to employment including wages and salaries, fringe benefits tax, leave entitlements, termination payments and WorkCover premiums.

The amount recognised in the comprehensive operating statement in relation to superannuation is employer contributions for members of both defined benefit and defined contribution superannuation plans that are paid or payable during the reporting period. The foundation does not recognise any defined benefit liabilities because it has no legal or constructive obligation to pay future benefits relating to its employees. Instead, the Department of Treasury and Finance (DTF) discloses, in its annual financial statements, the net defined benefit cost related to the members of these plans as an administered liability (on behalf of the State as the sponsoring employee).

Termination benefits are payable when employment is terminated before normal retirement date, or when an employee accepts an offer of benefits in exchange for the termination of employment. Termination benefits are recognised when the foundation is demonstrably committed to terminating the employment of current employees according to a detailed formal plan without possibility of withdrawal, or is providing termination benefits as a result of an offer made to encourage voluntary redundancy. Benefits falling due more than 12 months after the end of the reporting period are discounted to present value.

### 3.1.2 Employee benefits in the balance sheet

Provision is made for benefits accruing to employees in respect of wages and salaries, annual leave and long service leave for services rendered to the reporting date and recorded as an expense during the period the services are delivered.

	2017 \$	2016 \$
<b>CURRENT PROVISIONS:</b>		
<b>Annual leave</b>		
Unconditional and expected to settle within 12 months	297 759	226 439
Unconditional and expected to settle after 12 months	37 493	32 497
<b>Long service leave</b>		
Unconditional and expected to settle within 12 months	51 301	246 795
Unconditional and expected to settle after 12 months	363 060	122 677
<b>Provisions for on-costs</b>		
Unconditional and expected to settle within 12 months	89 009	101 538
Unconditional and expected to settle after 12 months	63 611	28 144
<b>Total current provisions for employee benefits</b>	<b>902 233</b>	<b>758 090</b>
<b>NON-CURRENT PROVISIONS:</b>		
Employee benefits	222 287	184 977
On-costs	34 139	28 409
Total non-current provisions for employee benefits	256 426	213 386
<b>Total provisions for employee benefits</b>	<b>1 158 659</b>	<b>971 476</b>



**Reconciliation of movement in on-cost provision**

	2017 \$
<b>Opening balance</b>	<b>971 476</b>
Additional provisions recognised	692 019
Reductions arising from payments/other sacrifices of future economic benefits	(504 836)
<b>Closing balance</b>	<b>1 158 659</b>
Current	902 233
Non-current	256 426

**Wages, salaries and annual leave:** Liabilities for wages and salaries (including non-monetary benefits, annual leave and on-costs) are recognised as part of the employee benefit provision as current liabilities because the foundation does not have an unconditional right to defer settlements of these liabilities.

The liability for salaries and wages is recognised in the balance sheet at remuneration rates that are current at the reporting date. As the foundation expects the liabilities to be wholly settled within 12 months of reporting date, they are measured at undiscounted amounts.

The annual leave liability is classified as a current liability and measured at the undiscounted amount expected to be paid, as the foundation does not have an unconditional right to defer settlement of the liability for at least 12 months after the end of the reporting period.

No provision has been made for sick leave as all sick leave is non-vesting and it is not considered probable that the average sick leave taken in the future will be greater than the benefits accrued in the future. As sick leave is non-vesting, an expense is recognised in the Statement of Comprehensive Income as it is taken.

**Employment on-costs** such as payroll tax, workers compensation and superannuation are not employee benefits. They are disclosed separately as a component of the provision for employee benefits when the employment to which they relate has occurred.

**Unconditional long service leave** is disclosed as a current liability; even where the foundation does not expect to settle the liability within 12 months because it will not have the unconditional right to defer the settlement of the entitlement should an employee take leave within 12 months.

The components of this current long service leave liability are measured at:

- undiscounted value – if the foundation expects to wholly settle within 12 months
- or
- present value – if the foundation does not expect to wholly settle within 12 months.

**Conditional long service leave** is disclosed as a non-current liability. There is an unconditional right to defer the settlement of the entitlement until the employee has completed the requisite years of service. This non-current long service leave is measured at present value.

Any gain or loss following revaluation of the present value of non-current long service leave liability is recognised as a transaction, except to the extent that a gain or loss arises due to changes in bond interest rates for which it is then recognised as an 'other economic flow' in the net result.

**3.1.3 Superannuation contributions**

Employees of the foundation are entitled to receive superannuation benefits, and the foundation contributes to both defined benefit and defined contribution plans. The defined benefit plan (or plans) provide benefits based on years of service and final average salary.

As noted before, the defined benefit liability is recognised in DTF as an administered liability. However, superannuation contributions paid or payable for the reporting period are included as part of employee benefits in the comprehensive operating statement of the foundation.

	Paid contribution for the year		Contribution outstanding at year end	
	2017 \$	2016 \$	2017 \$	2016 \$
<b>DEFINED BENEFIT PLANS <sup>(i)</sup></b>				
State Superannuation Fund	23 288	22 673	389	314
<b>DEFINED CONTRIBUTION PLANS</b>				
VicSuper	243 804	282 788	4 142	3 691
Other	206 983	144 008	3 859	2 507
<b>Total</b>	<b>474 075</b>	<b>449 469</b>	<b>8 390</b>	<b>6 512</b>

Note:

(i) The basis for determining the level of contributions is determined by the various actuaries of the defined benefit superannuation plans.

## 3.2 Grant expenses

	2017 \$	2016 \$
General purpose grants – Community Support Fund	17 948 389	17 817 787
Specific purpose grants for on-passing – Australian Online Gambling Counselling and Support Program	614 537	527 542
Payments for specific purposes – Social and community services award payments	2 054 843	1 606 000
<b>Total grant expenses</b>	<b>20 617 769</b>	<b>19 951 329</b>

Grant expenses are contributions of the foundation's resources to another party for specific or general purposes. Grants are paid for a particular purpose and/or have conditions attached regarding their use.

Grant expenses are recognised in the reporting period in which they are paid or payable.

## 3.3 Other operating expenses

	2017 \$	2016 \$
<b>SUPPLIES AND SERVICES</b>		
Travel and related expenses	49 437	41 503
Media campaign advertising	5 678 263	7 096 271
Printing, stationery and office requisites	362 745	289 366
Communication expenses	38 389	48 723
Professional services <sup>(i)</sup>	5 005 281	3 659 994
Legal expenses	49 950	31 773
Training and development	193 132	218 750
Information technology <sup>(ii)</sup>	538 059	621 926
Occupancy costs	610 516	704 407
Remuneration of auditors	17 800	17 400
Other	82 846	143 639
<b>Total other operating expenses</b>	<b>12 626 418</b>	<b>12 873 752</b>

Notes:

(i) Professional services reflect media campaign development and tracking research, partnership/sponsorship payments with sporting organisations, education in schools activities, research and evaluation reviews, Professional Development Centre conference and project costs, website and digital media development and agency staff costs. The increase from the prior year expenditure reflects the increase in marketing campaign development and production together with the increasing activities associated with the local sporting clubs and education in schools programs.

(ii) Information technology costs for 2016–17 mainly reflect hosting, support and maintenance costs for the Gambler's Help Connect system together with website redevelopment. Prior year charges reflected production support costs for the Gambler's Help Connect system together with website design and digital content requirements.

Other operating expenses generally represent the day-to-day running costs incurred in normal operations.

**Supplies and services** are recognised as an expense in the reporting period in which they are incurred.

**Occupancy costs** are recognised as an expense in the comprehensive operating statement.

#### 4. DISAGGREGATED FINANCIAL INFORMATION BY OUTPUT

The foundation is an independent statutory body dedicated to the prevention and treatment of problem gambling and to fostering responsible gambling in Victoria. Operating within a public health framework, the foundation undertakes a broad range of problem gambling-related education, treatment and research activities.

The foundation's activities form part of the Department of Justice and Regulation, Industry Regulation and Support output. The focus of this output is the provision of monitoring and regulation of gambling and liquor activities in Victoria. This output group contributes to the department's objective of 'A fair marketplace for Victorian consumers and businesses with responsible and sustainable liquor, gambling and racing sectors'. No separate output statement has been prepared as the foundation has only one output group and the comprehensive operating statement effectively provides the relevant information.

#### 5. KEY ASSETS AVAILABLE TO SUPPORT OUTPUT DELIVERY

The foundation controls infrastructure that is used in fulfilling its objectives and conducting its activities. They represent the resources that have been entrusted to the foundation to be used for delivery of those outputs.

##### 5.1 Total plant and equipment

	Gross carrying amount		Accumulated depreciation		Net carrying amount	
	2017 \$	2016 \$	2017 \$	2016 \$	2017 \$	2016 \$
Office equipment at fair value	62 438	62 438	(44 054)	(33 129)	18 383	29 308
IT equipment at fair value	68 769	68 769	(68 769)	(54 442)	-	14 327
Motor vehicle at fair value	49 205	49 205	(49 205)	(10 445)	-	38 760
Leasehold improvements at fair value	1 100 733	1 100 733	(1 100 733)	(1 072 645)	-	28 088
<b>Net carrying amount</b>	<b>1 281 145</b>	<b>1 281 145</b>	<b>(1 262 761)</b>	<b>(1 170 661)</b>	<b>18 383</b>	<b>110 483</b>

**Initial recognition:** Items of plant and equipment are measured initially at cost and subsequently revalued at fair value less accumulated depreciation and impairment. Where an asset is acquired for no or nominal cost, the cost is its fair value at the date of acquisition.

The cost of leasehold improvements is capitalised and depreciated over the shorter of the remaining term of the lease or its estimated useful life.

The initial cost for non-financial physical assets under a finance lease is measured at amounts equal to the fair value of the leased asset or, if lower, the present value of the minimum lease payments, each determined at the inception of the lease.

**Subsequent measurement:** Plant and equipment are subsequently measured at fair value less accumulated depreciation and impairment. Fair value is determined with regard to the asset's highest and best use (considering legal or physical restrictions imposed on the asset, public announcements or commitments made in relation to the intended use of the asset) and is summarised below by asset category.

**Vehicles** are valued using the depreciated replacement cost method.

## 5.1.1 Depreciation and impairment

### Charge for the period

	2017 \$	2016 \$
Office equipment at fair value	10 925	10 830
IT equipment at fair value	14 327	17 192
Motor vehicle at fair value	4 164	8 953
Leasehold improvements at fair value	28 088	275 183
<b>Total depreciation</b>	<b>57 504</b>	<b>312 158</b>

All plant and equipment and other non-financial physical assets that have finite useful lives are depreciated.

Depreciation is calculated on a straight-line basis, at rates that allocate the asset's value, less any estimated residual value, over its estimated useful life. Typical estimated useful lives for the different asset classes for the current and prior years are included in the table below.

Asset	Useful life
Leasehold improvements/office fit-out	4 years
Computer equipment	4 years
Office equipment	5–10 years
Motor vehicle under lease	3 years

The estimated useful lives, residual values and depreciation method are reviewed at the end of each annual reporting period, and adjustments made where appropriate.

Leasehold improvements are depreciated over the shorter of the lease term and their useful lives.

**Impairment:** Non-financial assets, including items of plant and equipment, are tested for impairment whenever there is an indication that the asset may be impaired.

The assets concerned are tested as to whether their carrying value exceeds their recoverable amount. Where an asset's carrying value exceeds its recoverable amount, the difference is written off as an 'other economic flow', except to the extent that it can be debited to an asset revaluation surplus amount applicable to that class of asset.

If there is an indication that there has been a reversal in impairment, the carrying amount shall be increased to its recoverable amount. However, this reversal should not increase the asset's carrying amount above what would have been determined, net of depreciation or amortisation, if no impairment loss had been recognised in prior years.

The recoverable amount for most assets is measured at the higher of depreciated replacement cost and fair value less costs to sell.

## 5.1.2 Carrying values by 'purpose' group <sup>(i)</sup>

	Public safety and environment	
	2017 \$	2016 \$
Office equipment at fair value	18 383	29 308
IT equipment at fair value	-	14 327
Motor vehicle at fair value	-	38 760
Leasehold improvements at fair value	-	28 088
	<b>18 383</b>	<b>110 483</b>

Note:

- (i) Plant and equipment are classified primarily by the 'purpose' for which the assets are used, according to one of six purpose groups based on government purpose classifications. All assets in a purpose group are further subcategorised according to the asset's 'nature' (i.e. plant and equipment, etc.), with each subcategory being classified as a separate class of asset for financial reporting purposes.



### 5.1.3 Reconciliation of movements in carrying amount of plant and equipment <sup>(i)</sup>

	Office equipment at fair value		IT equipment at fair value		Motor vehicle at fair value under finance lease		Leasehold improvements at fair value		Total	
	2017 \$	2016 \$	2017 \$	2016 \$	2017 \$	2016 \$	2017 \$	2016 \$	2017 \$	2016 \$
<b>Opening balance</b>	29 308	34 373	14 327	31 519	38 760	47 713	28 088	303 271	110 483	416 876
Additions	-	5 765	-	-	-	-	-	-	-	5 765
Disposals	-	-	-	-	(34 596)	-	-	-	(34 596)	-
Depreciation	(10 925)	(10 830)	(14 327)	(17 192)	(4 164)	(8 953)	(28 088)	(275 183)	(57 504)	(312 158)
<b>Closing balance</b>	<b>18 383</b>	<b>29 308</b>	<b>-</b>	<b>14 327</b>	<b>-</b>	<b>38 760</b>	<b>-</b>	<b>28 088</b>	<b>18 383</b>	<b>110 483</b>

Note:

(i) Fair value assessments have been performed for all classes of assets in this purpose group and the decision was made that movements were not material (less than or equal to 10 per cent) for a full revaluation.

## 6. OTHER ASSETS AND LIABILITIES

This section sets out those assets and liabilities that arose from the foundation's controlled operations.

### 6.1 Receivables

	2017 \$	2016 \$
<b>CURRENT RECEIVABLES</b>		
<b>Contractual</b>		
Other receivables <sup>(i)</sup>	-	4 507 000
<b>Statutory</b>		
Amounts held by the Department of Justice and Regulation <sup>(ii)</sup>	75 225	70 038
<b>Total receivables</b>	<b>75 225</b>	<b>4 577 038</b>

Notes:

(i) The amount owing from the Community Support Fund/DTF for operational expenses, as at 30 June 2016.

(ii) The amounts recognised from the Department of Justice and Regulation represent funding for all commitments incurred through the appropriations and are drawn from the consolidated fund as the commitments fall due.

**Contractual receivables** are classified as financial instruments and categorised as 'loans and receivables'. They are initially recognised at fair value plus any directly attributable transaction costs. Subsequent to initial measurement they are measured at amortised cost using the effective interest method, less any impairment. Amounts recognised represent debtors in relation to goods and services.

**Statutory receivables** do not arise from contracts and are recognised and measured similarly to contractual receivables (except for impairment), but are not classified as financial instruments. Amounts recognised represent funds held on behalf of the foundation by the Department of Justice and Regulation.

## 6.2 Payables

	2017 \$	2016 \$
<b>CURRENT PAYABLES</b>		
<b>Contractual</b>		
Supplies and services <sup>(i)</sup>	1 870 400	276 779
Accrued expenses	1 149 754	2 192 271
Amounts payable to government and agencies <sup>(ii)</sup>	-	527 961
Other payables – accrued wages and salaries	106 841	79 389
	<b>3 126 995</b>	<b>3 076 400</b>
<b>Statutory</b>		
FBT payable	5 115	7 630
<b>Total current payables</b>	<b>3 132 110</b>	<b>3 084 030</b>
<b>Total payables</b>	<b>3 132 110</b>	<b>3 084 030</b>

Notes:

- (i) The average credit period is 30 days. No interest is charged on the other payables for the first 30 days from the date of the invoice.
- (ii) The amount recognised from the Department of Justice and Regulation represents the trust fund balance as at 30 June 2016 (see Note 7.4).

Payables consist of:

- contractual payables, classified as financial instruments and measured at amortised cost. Accounts payable represent liabilities for goods and services provided to the foundation prior to the end of the financial year that are unpaid
- statutory payables, which are recognised and measured similarly to contractual payables, but are not classified as financial instruments, and are not included in the category of financial liabilities at amortised cost, because they do not arise from contracts.

### Maturity analysis of contractual payables <sup>(i)</sup>

2017 <sup>(ii)</sup>	Carrying amount \$	Nominal Amount \$	Maturity dates			
			Less than 1 month \$	1–3 months \$	3 months – 1 year \$	1–5 years \$
Supplies and services	3 126 995	3 126 995	3 126 995	-	-	-
<b>Total</b>	<b>3 126 995</b>	<b>3 126 995</b>	<b>3 126 995</b>	-	-	-

2016 <sup>(ii)</sup>	Carrying amount \$	Nominal Amount \$	Maturity dates			
			Less than 1 month \$	1–3 months \$	3 months – 1 year \$	1–5 years \$
Supplies and services	3 076 400	3 076 400	3 076 400	-	-	-
<b>Total</b>	<b>3 076 400</b>	<b>3 076 400</b>	<b>3 076 400</b>	-	-	-

Notes:

- (i) Maturity analysis is presented using the contractual undiscounted cash flows.
- (ii) The carrying amounts disclosed exclude statutory amounts (e.g. Fringe Benefits Tax payables).

## 6.3 Other non-financial assets

	2017 \$	2016 \$
<b>CURRENT OTHER ASSETS</b>		
Pre-payments	23 896	-
<b>Total current other assets</b>	<b>23 896</b>	-
<b>Total other assets</b>	<b>23 896</b>	-

Other non-financial assets include pre-payments, which represent payments in advance of receipt of goods or services or that part of expenditure made in one accounting period covering a term extending beyond that period.

## 7. HOW WE FINANCED OUR OPERATIONS

This section provides information on the sources of finance used by the foundation during its operations, along with interest expenses (the cost of borrowings) and other information related to financing activities of the foundation.

This section includes disclosures of balances that are financial instruments (such as borrowings and cash balances). Notes 8.1 and 8.3 provide additional, specific financial instrument disclosures.

### 7.1 Borrowings

	2017 \$	2016 \$
<b>CURRENT BORROWINGS</b>		
Finance lease liabilities <sup>(i)</sup>	-	9118
<b>Total current borrowings</b>	-	<b>9118</b>
<b>NON-CURRENT BORROWINGS</b>		
Finance lease liabilities <sup>(i)</sup>	-	29954
<b>Total non-current borrowings</b>	-	<b>29954</b>
<b>Total borrowings</b>	-	<b>39072</b>

Note:

(i) Secured by the assets leased. Finance leases are effectively secured as the rights to the leased assets revert to the lessor in the event of default.

'Borrowings' refers to interest-bearing liabilities raised from finance leases.

Borrowings are classified as financial instruments. All interest-bearing borrowings are initially recognised at the fair value of the consideration received, less directly attributable transaction costs. The measurement basis subsequent to initial recognition depends on whether the foundation has categorised its interest-bearing liabilities as 'financial liabilities designated at fair value through profit or loss' or as financial liabilities at 'amortised cost'. The classification depends on the nature and purpose of the interest-bearing liabilities. The foundation determines the classification of its interest-bearing liabilities at initial recognition.

**Defaults and breaches:** During the current year and the prior year, there were no defaults or breaches of any of the loans.

### Maturity analysis of borrowings

2017	Carrying amount \$	Nominal Amount \$	Maturity dates			
			Less than 1 month \$	1-3 months \$	3 months – 1 year \$	1-5 years \$

#### BORROWINGS

Finance lease liabilities	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-

2016	Carrying amount \$	Nominal Amount \$	Maturity dates			
			Less than 1 month \$	1-3 months \$	3 months – 1 year \$	1-5 years \$

#### BORROWINGS

Finance lease liabilities	39072	41076	891	1782	8017	30386
<b>Total</b>	<b>39072</b>	<b>47076</b>	<b>891</b>	<b>1782</b>	<b>8017</b>	<b>30386</b>

## Interest expense

	2017 \$	2016 \$
Interest on finance lease	782	1972
<b>Total interest expense</b>	<b>782</b>	<b>1972</b>

Interest expense represents the interest component of finance lease repayments. It is recognised in the period in which it is incurred.

## 7.2 Leases

### 7.2.1 Finance lease liabilities (foundation as lessee)

The foundation entered into a 31-month lease relating to a motor vehicle with the Department of Justice and Regulation. Under the arrangement, the portions of the payments that relate to the right to use the asset were accounted for as a finance lease as disclosed in the following table. This vehicle was disposed of during the year.

	Minimum future lease payments (i)		Present value of minimum future lease payments	
	2017 \$	2016 \$	2017 \$	2016 \$
<b>FINANCE LEASE LIABILITIES PAYABLE</b>				
Not longer than one year	-	10 690	-	9 118
Longer than one year but not longer than five years	-	30 386	-	29 954
<b>Minimum future lease payments</b>	<b>-</b>	<b>41 076</b>	<b>-</b>	<b>39 072</b>
Less future finance charges	-	(2 003)	-	-
<b>Present value of minimum lease payments</b>	<b>-</b>	<b>39 072</b>	<b>-</b>	<b>39 072</b>
<b>Included in the financial statements as:</b>				
Current borrowings lease liabilities (Note 8)	-	9 118	-	9 118
Non-current borrowings lease liabilities (Note 8)	-	29 954	-	29 954
	-	<b>39 072</b>	-	<b>39 072</b>

Note:

(i) Minimum future lease payments include the aggregate of all base payments and any guaranteed residual.

At the commencement of the lease term, finance leases are initially recognised as assets and liabilities at amounts equal to the fair value of the lease property or, if lower, the present value of the minimum lease payment, each determined at the inception of the lease. The lease asset is accounted for as a non-financial physical asset and depreciated over the shorter of the estimated useful life of the asset or the term of the lease. Minimum finance lease payments are apportioned between the reduction of the outstanding lease liability and the periodic finance expense, which is calculated using the interest rate implicit in the lease and charged directly to the comprehensive operating statement.

Contingent rentals associated with finance leases are recognised as an expense in the period in which they are incurred.

## 7.3 Cash flow information and balances

Cash and deposits, including cash equivalents, recognised on the balance sheet comprise cash on hand and funds held in trust.

	2017 \$	2016 \$
Total cash and deposits disclosed in the balance sheet	250	250
Total cash from trust account balance	5 057 692	-
<b>Balance as per cash flow statement</b>	<b>5 057 942</b>	<b>250</b>



### 7.3.1 Reconciliation of net result for the period to cash flow from operating activities

	2017 \$	2016 \$
<b>Net result for the period</b>	<b>291 483</b>	<b>(177 790)</b>
<b>NON-CASH MOVEMENTS</b>		
Depreciation and amortisation of non-current assets	57 504	312 158
<b>MOVEMENTS IN ASSETS AND LIABILITIES</b>		
(Increase)/decrease in receivables	4 501 813	(4 507 000)
Increase in prepayment	(23 896)	-
Increase/(decrease) in payables	48 080	(558 410)
Increase/(decrease) in provisions	187 183	(63 606)
<b>Net cash flows from/(used in) operating activities</b>	<b>5 062 167</b>	<b>(4 994 648)</b>

### 7.4 Trust account balances

The trust account was created with the purpose of crediting amounts from the Community Support Fund into the Responsible Gambling Fund. These funds are provided to meet the operational expenses for the foundation.

	Opening balance as at 1 July 2016 \$	Total receipts \$	Total payments \$	Closing balance as at 30 June 2017 \$
<b>CONTROLLED TRUST</b>				
Trust fund – for the establishment and operations of the Victorian Responsible Gambling Foundation	(527 961)	37 013 000	(31 427 347)	5 057 692
<b>Total controlled trust</b>	<b>(527 901)</b>	<b>37 013 000</b>	<b>(31 427 347)</b>	<b>5 057 692</b>

Note:

The trust fund balance reflects a positive cash position. For the prior year, as at 30 June 2016, a payable (negative cash) position reflected amounts owing but not paid to the foundation by the Community Support Fund/DTF as at that date. Taking into account the amount owing from the Community Support Fund of \$4 507 000 as at 30 June 2016, however, the accrual position of the account was still a positive one.

### 7.5 Commitments for expenditure

Commitments for future expenditure include operating and capital commitments arising from contracts.

There are no capital expenditure commitments as at 30 June 2017 (2016: nil).

## 8. RISKS, CONTINGENCIES AND VALUATION JUDGEMENTS

The foundation is exposed to risk from its activities and outside factors. In addition, it is often necessary to make judgements and estimates associated with recognition and measurement of items in the financial statements. This section sets out financial instrument-specific information, (including exposures to financial risks) as well as those items that are contingent in nature or require a higher level of judgement to be applied, which for the foundation related mainly to fair value determination.

### 8.1 Financial instruments-specific disclosures

Financial instruments arise out of contractual agreements that give rise to a financial asset of one entity and a financial liability or equity instrument of another entity. Due to the nature of the foundation's activities, certain financial assets and financial liabilities arise under statute rather than a contract. Such assets and liabilities do not meet the definition of financial instruments in AASB 132 *Financial Instruments: Presentation*. For example, statutory receivables arising from amounts owing from the Victorian Government do not meet the definition of financial instruments as they do not arise under contract.

## Categories of financial instruments

**Loans and receivables** are financial instrument assets with fixed and determinable payments that are not quoted on an active market. These assets are initially recognised at fair value plus any directly attributable transaction costs. Subsequent to initial measurement, loans and receivables are measured at amortised cost using the effective interest method, less any impairment.

The loans and receivables category includes cash and deposits, trade receivables, loans and other receivables, but not statutory receivables.

**Financial liabilities at amortised cost** are initially recognised on the date they are originated. They are initially measured at fair value plus any directly attributable transaction costs. Subsequent to initial recognition, these financial instruments are measured at amortised cost with any difference between the initial recognised amount and the redemption value being recognised in profit and loss over the period of the interest-bearing liability, using the effective interest rate method.

Financial instrument liabilities measured at amortised cost include all of the foundation's contractual payables, deposits held and interest-bearing arrangements other than those designated at fair value through profit or loss.

### 8.1.1 Financial instruments categorisation

2017	Contractual financial assets – loans and receivables \$	Contractual financial liabilities at amortised cost \$	Total \$
<b>CONTRACTUAL FINANCIAL ASSETS</b>			
Cash and deposits	5 057 942	-	5 057 942
<b>RECEIVABLES</b>			
Other receivables	-	-	-
<b>Total contractual financial assets</b>	<b>5 057 942</b>	<b>-</b>	<b>5 057 942</b>
<b>CONTRACTUAL FINANCIAL LIABILITIES</b>			
Payables <sup>(i)</sup>	-	3 126 995	3 126 995
Borrowings – finance lease liabilities	-	-	-
<b>Total contractual financial liabilities</b>	<b>-</b>	<b>3 126 995</b>	<b>3 126 995</b>

Note:

(i) The total amounts disclosed here exclude statutory amounts (e.g. amounts owing from the Department of Justice and Regulation, GST input tax credit recoverable and taxes payable).

2016	Contractual financial assets – loans and receivables \$	Contractual financial liabilities at amortised cost \$	Total \$
<b>CONTRACTUAL FINANCIAL ASSETS</b>			
Cash and deposits	250	-	250
<b>RECEIVABLES</b>			
Other receivables	4 507 000	-	4 507 000
<b>Total contractual financial assets</b>	<b>4 507 250</b>	<b>-</b>	<b>4 507 250</b>
<b>CONTRACTUAL FINANCIAL LIABILITIES</b>			
Payables <sup>(i)</sup>	-	3 076 400	3 076 400
Borrowings – finance lease liabilities	-	39 072	39 072
<b>Total contractual financial liabilities</b>	<b>-</b>	<b>3 115 472</b>	<b>3 115 472</b>

Note:

(i) The total amounts disclosed here exclude statutory amounts (e.g. amounts owing from the Department of Justice and Regulation, GST input tax credit recoverable and taxes payable).

## 8.1.2 Financial risk management objectives and policies

The foundation's principal financial instruments comprise:

- cash assets
- receivables (excluding statutory receivables)
- payables (excluding statutory payables)
- finance lease liabilities payable.

Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement, and the basis on which income and expenses are recognised, with respect to each class of financial asset, financial liability and equity instrument above are disclosed in Note 8.3 to the financial statements.

The main purpose in holding financial instruments is to prudentially manage the foundation's financial risks within the government policy parameters.

The foundation's main financial risks include credit risk and liquidity risk. The foundation manages these financial risks in accordance with its financial risk management policy.

The foundation uses different methods to measure and manage the different risks to which it is exposed. Primary responsibility for the identification and management of financial risks rests with the foundation's Risk, Audit and Finance Committee and the senior leadership team.

### Financial instruments: credit risk

Credit risk arises from the contractual financial assets of the foundation, which comprise cash and deposits. The foundation's exposure to credit risk arises from the potential default of a counter party on their contractual obligations resulting in financial loss to the foundation. Credit risk is measured at fair value and is monitored on a regular basis.

Credit risk associated with the foundation's contractual financial assets is insignificant because the main debtor is the Victorian Government.

### Financial instruments: liquidity risk

Liquidity risk is the risk that the foundation would be unable to meet its financial obligations as and when they fall due. The foundation operates under the government fair payments policy of settling financial obligations within 30 days and, in the event of a dispute, making payments within 30 days from the date of resolution.

The foundation's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed in the face of the balance sheet.

The foundation's exposure to liquidity risk is deemed insignificant based on current assessment of risk.

### Financial instruments: market risk

The foundation's exposures to market risk are primarily through interest rate risk.

#### Interest rate risk

Fair value interest rate risk is the risk that the fair value of a financial instrument will fluctuate because of changes in market interest rates. The foundation does not hold any interest-bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk.

Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The foundation has no exposure to cash flow interest rate risks through its cash and deposits that are at a floating rate.

The carrying amounts of financial assets and financial liabilities that are exposed to interest rates are set out in the table that follows.

## Interest rate exposure of financial instruments

2017	Weighted average interest rate %	Carrying amount \$	Interest rate exposure		
			Fixed interest rate	Variable interest rate	Non-interest-bearing
<b>FINANCIAL ASSETS</b>					
Cash and deposits		5 057 942	-	-	5 057 942
Receivables <sup>(i)</sup>					
Other receivables		-	-	-	-
<b>Total financial assets</b>		<b>5 057 942</b>	<b>-</b>	<b>-</b>	<b>5 057 942</b>
<b>FINANCIAL LIABILITIES</b>					
Payables <sup>(i)</sup>					
Other payables		3 126 995	-	-	3 126 995
Borrowings					
Finance lease liabilities		-	-	-	-
<b>Total financial liabilities</b>		<b>3 126 995</b>	<b>-</b>	<b>-</b>	<b>3 126 995</b>

Note:

(i) The carrying amounts disclosed here exclude statutory amounts (e.g. amounts owing from Victorian Government, GST input tax credit recoverable and GST payables).

2016	Weighted average interest rate %	Carrying amount \$	Interest rate exposure		
			Fixed interest rate	Variable interest rate	Non-interest-bearing
<b>FINANCIAL ASSETS</b>					
Cash and deposits		250	-	-	250
Receivables <sup>(i)</sup>					
Other receivables		4 507 000	-	-	4 507 000
<b>Total financial assets</b>		<b>4 507 250</b>	<b>-</b>	<b>-</b>	<b>4 507 250</b>
<b>FINANCIAL LIABILITIES</b>					
Payables <sup>(i)</sup>					
Other payables		3 076 400	-	-	3 076 400
Borrowings					
Finance lease liabilities	4.5	39 072	39 072	-	-
<b>Total financial liabilities</b>		<b>3 115 472</b>	<b>39 072</b>	<b>-</b>	<b>3 076 400</b>

Note:

(i) The carrying amounts disclosed here exclude statutory amounts (e.g. amounts owing from Victorian Government, GST input tax credit recoverable and GST payables).

## 8.2 Contingent assets and contingent liabilities

Contingent assets and contingent liabilities are not recognised in the balance sheet, but are disclosed and, if quantifiable, measured at nominal value.

There are no contingent assets as at 30 June 2017 (2016: nil).

There are no contingent liabilities as at 30 June 2017 (2016: nil).

## 8.3 Fair value determination

This section sets out information on how the foundation determined fair value for financial reporting purposes. Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.

The following assets and liabilities are carried at fair value:

- financial assets and liabilities at fair value through the operating result
- infrastructure (leasehold improvements), plant and equipment.

In addition, the fair values of other assets and liabilities that are carried at amortised cost also need to be determined for disclosure purposes.

The foundation determines the policies and procedures for determining fair values for both financial and non-financial assets and liabilities as required.

### Fair value hierarchy

In determining fair values, a number of inputs are used. To increase consistency and comparability in the financial statements, these inputs are categorised into three levels, also known as the fair value hierarchy. The levels are as follows:

- Level 1 – quoted (unadjusted) market prices in active markets for identical assets or liabilities
- Level 2 – valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable
- Level 3 – valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

For the purpose of fair value disclosures, the foundation has determined classes of assets and liabilities on the basis of the nature, characteristics and risks of the asset or liability and the level of the fair value hierarchy as explained above.

In addition, the foundation determines whether transfers have occurred between levels in the hierarchy by re-assessing categorisation (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

### Fair value of financial instruments measured at amortised cost

The foundation considers that the carrying amount of financial instrument assets and liabilities recorded in the financial statements is a fair approximation of their fair values, because of the short-term nature of the financial instruments and the expectation that they will be paid in full.

#### Financial assets measured at fair value

	Carrying amount as at 30 June 2017 \$	Fair value measurement at end of reporting period using:		
		Level 1 <sup>(i)</sup>	Level 2 <sup>(i)</sup>	Level 3 <sup>(i)</sup>
<b>EQUIPMENT AT FAIR VALUE</b>				
Office and IT equipment	18 383	-	-	18 383
<b>Total of equipment at fair value</b>	<b>18 383</b>	<b>-</b>	<b>-</b>	<b>18 383</b>
<b>LEASEHOLD IMPROVEMENTS AT FAIR VALUE</b>				
Leasehold improvements	-	-	-	-
<b>Total of Leasehold improvements at fair value</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

	Carrying amount as at 30 June 2016 \$	Fair value measurement at end of reporting period using:		
		Level 1 <sup>(i)</sup>	Level 2 <sup>(i)</sup>	Level 3 <sup>(i)</sup>
<b>EQUIPMENT AT FAIR VALUE</b>				
Office and IT equipment	43 635	-	-	43 635
<b>Total of equipment at fair value</b>	<b>43 635</b>	<b>-</b>	<b>-</b>	<b>43 635</b>
<b>LEASEHOLD IMPROVEMENTS AT FAIR VALUE</b>				
Leasehold improvements	28 088	-	-	28 088
<b>Total of Leasehold improvements at fair value</b>	<b>28 088</b>	<b>-</b>	<b>-</b>	<b>28 088</b>

Note:

(i) Classified in accordance with the fair value hierarchy.

**Equipment** is held at fair value. When equipment is specialised in use, such that it is rarely sold other than as part of a going concern, fair value is determined using the depreciated replacement cost method.

There were no changes in valuation techniques throughout the period to 30 June 2017.

For all assets measured at fair value, the current use is considered the highest and best use.



**Leasehold improvements** are capitalised as an asset and depreciated over the shorter of the remaining term of the lease or the estimated useful life of the improvements. These infrastructure costs are valued using the depreciated replacement cost method. This cost generally represents the replacement cost of the building/component after applying depreciation rates on a useful life basis. The useful life reflects the length of the initial lease term of four years.

#### Reconciliation of Level 3 fair value movements

2017	Equipment	Leasehold improvements
Opening balance	43 635	28 088
Purchases	-	-
Depreciation	(25 252)	(28 088)
Closing balance	18 383	-

2016	Equipment	Leasehold improvements
Opening balance	65 892	303 271
Purchases	5 765	-
Depreciation	(28 022)	(275 183)
Closing balance	43 635	28 088

#### Description of significant unobservable inputs to Level 3 valuations

	Valuation technique	Significant unobservable inputs
Equipment	Depreciated replacement cost	Cost per unit Useful life of plant and equipment
Leasehold improvements	Depreciated replacement cost	Cost per square metre Lease period

## 9. OTHER DISCLOSURES

This section includes additional material disclosures required by accounting standards, or otherwise, for the understanding of this financial report

### 9.1 Other economic flows included in net result

Other economic flows are changes in the volume or value of an asset or liability that do not result from transactions. Other gains/(losses) from other economic flows include the gains or losses from:

- the revaluation of the present value of the long service leave liability due to changes in the bond interest rates
- transfer of amounts from the reserves to net result due to a disposal or de-recognition or reclassification.

	2017 \$	2016 \$
<b>OTHER GAINS/(LOSSES) FROM OTHER ECONOMIC FLOWS</b>		
Net gain/(loss) arising from revaluation of annual and long service liability <sup>(i)</sup>	(3 979)	(10 136)
Net gain arising from disposal of leased vehicle <sup>(ii)</sup>	286	-
<b>Total other gains/(losses) from other economic flows</b>	<b>(3 693)</b>	<b>(10 136)</b>

Notes:

(i) Revaluation gain/(loss) due to changes in bond rates

(ii) Unrealised gain from disposal of physical asset

## 9.2 Responsible persons

In accordance with the Ministerial Directions issued by the Minister for Finance under the FMA, the following disclosures are made regarding responsible persons for the reporting period.

### Names

The persons who held the positions of responsible minister, members of the board and accountable officer in the Victorian Responsible Gambling Foundation are as follows:

### Responsible minister

#### Minister for Consumer Affairs, Gaming and Liquor Regulation

The Hon. Marlene Kairouz MLA 1 July 2016 to 30 June 2017

#### Acting Minister for Consumer Affairs, Gaming and Liquor Regulation

The Hon. John Eren MLA 27 July 2016 to 31 July 2016  
 The Hon. Martin Pakula MLA 27 September 2016 to 7 October 2016  
 The Hon. Liliana D'Ambrosio MLA 22 December 2016 to 9 January 2017  
 The Hon. Lisa Neville MLA 10 January 2017 to 17 January 2017

### Board members

Ms Julie Ligeti 1 July 2016 to 30 June 2017  
 Ms Mary Anne Hartley QC 1 July 2016 to 30 June 2017  
 Ms Christine Black 1 July 2016 to 30 June 2017  
 Ms Monique Conheady 1 July 2016 to 30 June 2017  
 Ms Belinda Duarte 1 July 2016 to 30 June 2017  
 Mr John Nguyen 1 July 2016 to 30 June 2017  
 Mr Anastasios Mousaferiadis 21 February 2017 to 30 June 2017  
 Dr Zoe Wainer 21 February 2017 to 30 June 2017  
 Mr Graham Watt MLA 1 July 2016 to 30 June 2017  
 Ms Maree Edwards MLA 1 July 2016 to 30 June 2017  
 Mr Tim McCurdy MLA 1 July 2016 to 3 February 2017

### Accountable officer – chief executive officer

Mr Serge Sardo 1 July 2016 to 2 December 2016  
 Mr Craig Swift (Acting) 3 December 2016 to 31 May 2017  
 Ms Louise Glanville 30 May 2017 to 16 June 2017  
 Mr Craig Swift (Acting) 17 June 2017 to 30 June 2017

### Remuneration

Remuneration received or receivable by members of the board, including the accountable officer, in connection with the management of the foundation during the reporting period was in the range:

Income band	2017 No.	2016 No.
\$0	3	3
\$1 to \$9 999	2	1
\$10 000 to \$19 999	5	6
\$20 000 to \$29 999	2	1
\$90 000 to \$99 999	1	-
\$150 000 to \$159 999	1	-
\$280 000 to \$289 999	-	1
<b>Total number of persons</b>	<b>14</b>	<b>12</b>
<b>Total remuneration</b>	<b>\$ 373 491</b>	<b>\$ 381 850</b>

The compensation detailed above excludes the salaries and benefits the portfolio minister receives. The minister's remuneration and allowances are set by the *Parliamentary Salaries and Superannuation Act 1968* and are reported within the Department of Parliamentary Services financial report.

### 9.3 Related parties

The foundation is a wholly owned and controlled entity of the State of Victoria.

Related parties of the foundation include all key management personnel and their close family members and personal business interests (controlled entities, joint ventures and entities over which they have significant influence).

All related party transactions have been entered into on an 'arm's length' basis.

**Key management personnel** of the foundation include the board members, accountable officer – chief executive officer and members of the senior leadership team.

Compensation of key management personnel	2017 \$
Short-term employee benefits	1 856 944
Post-employment benefits	152 088
Other long-term benefits	1 942
Termination benefits	112 410
Share-based payments	N/A
<b>Total<sup>(i)</sup></b>	<b>2 123 384</b>

Note:

(i) Note that certain key management personnel are also reported in the disclosure of remuneration of executive officers (Note 9.2).

### Transactions and balances with key management personnel and other related parties

Given the breadth and depth of Victorian Government activities, related parties transact with the Victorian public sector in a manner consistent with other members of the public, e.g. payment of stamp duty and other government fees and charges. Further employment of processes within the Victorian public sector occurs on terms and conditions consistent with the Public Administration Act and codes of conduct and standards issued by the Victorian Public Sector Commission. Procurement processes occur on terms and conditions consistent with the requirements of the Victorian Government Procurement Board.

Outside those transactions of normal citizens with the foundation, there were no material related party transactions that involved key management personnel, their close family members or their personal business interests. No provision has been required, nor any expense recognised, for impairment of receivables from related parties.

The foundation has received grants as part of its operational business activities from the Department of Treasury and Finance and the Department of Justice and Regulation. These have been disclosed in Note 2.

### 9.4 Remuneration of auditors

	2017 \$	2016 \$
Victorian Auditor-General's Office		
Audit of the financial statements	17 800	17 400
<b>Total remuneration of auditors</b>	<b>17 800</b>	<b>17 400</b>

### 9.5 Subsequent events

The financial statements for the Victorian Responsible Gambling Foundation are prepared for the reporting period ended 30 June 2017. As at the date of signing, there are no events subsequent to the balance date that have a significant impact on the financial position of the foundation.

## 9.6 Australian Accounting Standards issued that are not yet effective

Certain new AAS have been published which are not mandatory for the 30 June 2017 reporting period. The DTF assesses the impact of all these new standards and advises the foundation of their applicability and early adoption where applicable.

As at 30 June 2017, the AAS listed on page 95 have been issued by the AASB but are not yet effective. They become effective for the first financial statements for reporting periods commencing after the stated operative dates.

Standard / Interpretation	Summary	Applicable for annual reporting periods beginning on	Impact on public sector entity financial statements
AASB 9 Financial Instruments	The key changes include the simplified requirements for the classification and measurement of financial assets, a new hedging accounting model and a revised impairment loss model to recognise impairment losses earlier, as opposed to the current approach, which recognises impairment only when incurred.	1 Jan 2018	The assessment has identified that the financial impact of available for sale (AFS) assets will now be reported through other comprehensive income (OCI) and no longer recycled to the profit and loss.  While the preliminary assessment has not identified any material impact arising from AASB 9, it will continue to be monitored and assessed.
AASB 2014-1 Amendments to Australian Accounting Standards [Part E Financial Instruments]	Amends various AAS to reflect the AASB's decision to defer the mandatory application date of AASB 9 to annual reporting periods beginning on or after 1 January 2018 as a consequence of Chapter 6 Hedge Accounting, and to amend reduced disclosure requirements.	1 Jan 2018	This amending standard will defer the application period of AASB 9 to the 2018–19 reporting period in accordance with the transition requirements.
AASB 16 Leases	The key changes introduced by AASB 16 include the recognition of most operating leases (which are currently not recognised) on balance sheet.	1 Jan 2019	The assessment has indicated that as most operating leases will come on balance sheet, recognition of lease assets and lease liabilities will cause net debt to increase.  Depreciation of lease assets and interest on lease liabilities will be recognised in the income statement with marginal impact on the operating surplus.  The amounts of cash paid for the principal portion of the lease liability will be presented within financing activities and the amounts paid for the interest portion will be presented within operating activities in the cash flow statement.  No change for lessors.
ASB 15 Revenue from Contracts with Customers	The core principle of AASB 15 requires an entity to recognise revenue when the entity satisfies a performance obligation by transferring a promised good or service to a customer.	1 Jan 2018	The changes in revenue recognition requirements in AASB 15 may result in changes to the timing and amount of revenue recorded in the financial statements. The standard will also require additional disclosures on service revenue and contract modifications.  A potential impact will be the upfront recognition of revenue from licenses that cover multiple reporting periods. Revenue that was deferred and amortised over a period may now need to be recognised immediately as a transitional adjustment against the opening returned earnings if there are no former performance obligations outstanding.

## 9.7 Glossary of technical terms

The following is a summary of the major technical terms used in this report.

### Borrowings

Interest-bearing liabilities mainly raised from public borrowings raised through the Treasury Corporation of Victoria, finance leases and other interest-bearing arrangements. Borrowings also include non-interest-bearing advances from government that are acquired for policy purposes.

### Comprehensive result

The net result of all items of income and expense recognised for the period. It is the aggregate of operating result and other comprehensive income.

### Commitments

Operating, capital and other outsourcing commitments arising from non-cancellable contractual or statutory sources.

### Current grants

Amounts payable or receivable for current purposes for which no economic benefits of equal value are receivable or payable in return.

### Depreciation

An expense that arises from the consumption through wear or time of a produced physical or intangible asset. This expense is classified as a 'transaction' and so reduces the 'net result from transaction'.

### Effective interest method

The method used to calculate the amortised cost of a financial asset or liability and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial instrument, or, where appropriate, a shorter period.

### Employee benefits expenses

All costs related to employment, including wages and salaries, fringe benefits tax, leave entitlements, redundancy payments, defined benefits superannuation plans and defined contribution superannuation plans.

### Financial asset

Any asset that is:

- (a) cash
- (b) an equity instrument of another entity
- (c) a contractual or statutory right:
  - to receive cash or another financial asset from another entity, or
  - to exchange financial assets or financial liabilities with another entity under conditions that are potentially favourable to the entity.
- (d) a contract that will or may be settled in the entity's own equity instruments and is:
  - a non-derivative for which the entity is or may be obliged to receive a variable number of the entity's own equity instruments, or
  - a derivative that will or may be settled other than by the exchange of a fixed amount of cash or another financial asset for a fixed number of the entity's own equity instruments.

### Financial instrument

Any contract that gives rise to a financial asset of one entity and a financial liability or equity instrument of another entity. Financial assets or liabilities that are not contractual (such as statutory receivables or payables that arise as a result of statutory requirements imposed by governments) are not financial instruments.



## Financial liability

Any liability that is:

- (a) a contractual obligation:
  - (i) to deliver cash or another financial asset to another entity, or
  - (ii) to exchange financial assets or financial liabilities with another entity under conditions that are potentially unfavourable to the entity, or
- (b) a contract that will or may be settled in the entity's own equity instruments and is:
  - (i) a non-derivative for which the entity is or may be obliged to deliver a variable number of the entity's own equity instruments, or
  - (ii) a derivative that will or may be settled other than by the exchange of a fixed amount of cash or another financial asset for a fixed number of the entity's own equity instruments. For this purpose, the entity's own equity instruments do not include instruments that are themselves contracts for the future receipt or delivery of the entity's own equity instruments.

## Financial statements

A complete set of financial statements comprises:

- (a) a balance sheet as at the end of the period
- (b) a comprehensive operating statement for the period
- (c) a statement of changes in equity for the period
- (d) a cash flow statement for the period
- (e) notes, comprising a summary of significant accounting policies and other explanatory information
- (f) comparative information in respect of the preceding period as specified in paragraph 38 of AASB 101 *Presentation of Financial Statements*
- (g) a statement of financial position as at the beginning of the preceding period when an entity applies an accounting policy retrospectively or makes a retrospective restatement of items in its financial statements, or when it reclassifies items in its financial statements in accordance with paragraphs 41 of AASB 101.

## Grants and other transfers

Transactions in which one unit provides goods, services, assets (or extinguishes a liability) or labour to another unit without receiving approximately equal value in return. Grants can either be operating or capital in nature.

While grants to governments may result in the provision of some goods or services to the transferor, they do not give the transferor a claim to receive directly benefits of approximately equal value. For this reason, grants are referred to by the AASB as involuntary transfers and are termed non-reciprocal transfers. Receipt and sacrifice of approximately equal value may occur, but only by coincidence. For example, governments are not obliged to provide commensurate benefits, in the form of goods or services, to particular taxpayers in return for their taxes.

Grants can be paid as general purpose grants, a term which refers to grants that are not subject to conditions regarding their use. Alternatively, they may be paid as specific purpose grants, which are paid for a particular purpose and/or have conditions attached regarding their use.

## General government sector

All government departments, offices and other bodies engaged in providing services free of charge or at prices significantly below their cost of production. General government services include those which are mainly non-market in nature, those which are largely for collective consumption by the community and those which involve the transfer or redistribution of income. These services are financed mainly through taxes, or other compulsory levies and user charges.

## Grants for on-passing

All grants paid to one institutional sector (e.g. a state general government entity) to be passed on to another institutional sector (e.g. local government or a private non-profit institution).

## **Net result**

A measure of financial performance of the operations for the period. It is a summary measure of items of income, gains and expenses (including losses) recognised for the period, excluding those that are classified as 'other economic flows – other comprehensive income'.

## **Net result from transactions/net operating balance**

A key fiscal aggregate and income from transactions minus expenses from transactions. It is a summary measure of the ongoing sustainability of operations. It excludes gains and losses resulting from changes in price levels and other changes in the volume of assets. It is the component of the change in net worth that is due to transactions and can be attributed directly to government policies.

## **Net worth**

Assets less liabilities, which is an economic measure of wealth.

## **Non-financial assets**

Assets that are not 'financial assets'. They include inventories, land, buildings, infrastructure, road networks, land under roads, plant and equipment, investment properties, cultural and heritage assets, intangible and biological assets.

## **Other economic flows included in net result**

Changes in the volume or value of an asset or liability that do not result from transactions. They include gains and losses from disposals, revaluations and impairments of non-financial physical and intangible assets.

## **Other economic flows – other comprehensive income**

Items (including reclassification adjustments) that are not recognised in net result as required or permitted by other Australian Accounting Standards.

The components of other economic flows – other comprehensive income include changes in physical asset revaluation surplus.

## **Payables**

Short- and long-term trade debt and accounts payable, grants, taxes and interest payable.

## **Receivables**

Amounts owing from government through appropriation receivable, short- and long-term trade credit and accounts receivable, accrued investment income, grants, taxes and interest receivable.

## **Sales of goods and services**

Income from the direct provision of goods and services, including fees and charges for services rendered, sales of goods and services, fees from regulatory services and work done as an agent for private enterprises. It also includes rental income under operating leases and on produced assets such as buildings and entertainment, but excludes rent income from the use of non-produced assets such as land. User charges include sale of goods and services income.

## **Supplies and services**

Generally cost of goods sold and the day-to-day running costs, including maintenance costs, incurred in the normal operations of the foundation.

## **Transactions**

Economic flows that are considered to arise as a result of policy decisions, usually an interaction between two entities by mutual agreement. They also include flows in an entity such as depreciation where the owner is simultaneously acting as the owner of the depreciating asset and as the consumer of the service provided by the asset. Taxation is regarded as mutually agreed interactions between the government and taxpayers. Transactions can be in-kind (e.g. assets provided/given free of charge or for nominal consideration) or where the final consideration is cash. In simple terms, transactions arise from the policy decisions of government.

## 9.8 Style conventions

Figures in the tables and in the text have been rounded. Discrepancies in tables between totals and sums of components reflect rounding. Percentage variations in all tables are based on the underlying unrounded amounts.

The notation used in the tables is as follows:

- zero, or rounded to zero
- (xxx.x) negative numbers
- 20xx year
- 20xx–xx year period

The financial statements and notes are presented based on the illustration for a government department in the 2016–17 *Model Report for Victorian Government Departments*. The presentation of other disclosures is generally consistent with the other disclosures made in earlier publications of the foundation's annual reports.



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Note:

- (i) References to FRDs have been removed from the disclosure index if the specific FRDs do not contain requirements that are of the nature of disclosure.

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