



Testing the Link between Accessibility and Gambling Problems: Gambling and Problem Gambling Amongst Gaming Venue Staff

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This study tests the link between accessibility to gambling in terms of gambling behaviour and the prevalence of problem gambling amongst Victorian gaming venue staff. This research involved an extensive literature review of Australian and international studies, as well as a survey of staff working in all Victorian hotels and clubs, and telephone interviews with survey respondents.

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EXECUTIVE SUMMARY

This research project was funded through the Victorian Government's Submission Based Grants System for Gambling Research for 2006, where the area of interest and focus was the theme of accessibility to gambling products. This study aligned with this theme by focusing on the gambling behaviour of a group of people who have heightened access to gambling products – staff who work in gaming venues.

The study aimed to test the link between accessibility to gambling and the prevalence of problem gambling by:

- comparing the gambling behaviour and prevalence of problem gambling amongst a population with very high accessibility to gambling (staff who work in gaming venues who are allowed to gamble in their workplace) to the gambling behaviour and prevalence of problem gambling amongst a comparable population with less accessibility to gambling (staff who work in gaming venues who are not allowed to gamble in their workplace);
- comparing the gambling behaviour and prevalence of problem gambling amongst gaming venue staff, a population with relatively high accessibility to gambling, to the gambling behaviour and prevalence of problem gambling amongst the general population of Victoria as measured by prior research;
- exploring the perceived influence that heightened access to gambling, along multiple dimensions, has on the gambling behaviour and development of gambling problems for gaming venue staff.

A review of international and Australian literature highlighted the multi-dimensional nature of accessibility to gambling and some evidence of a link between some of these dimensions and gambling behaviour and problem gambling. However, because results from prior research have been largely inconclusive, this study aimed to capitalise on a 'natural experiment' amongst three groups of people with different levels of access to gambling – gaming venue staff who are allowed to gamble in their workplace, those who are not allowed to gamble in their workplace, and the general population of Victoria. The few studies previously conducted into gambling by gaming venue staff were also reviewed, highlighting numerous reasons why these staff have high accessibility to gambling. These studies have also found a higher prevalence of gambling problems amongst gaming venue staff than amongst the general population.

Two key methods were used to collect empirical data for this study. The first was a survey of staff working in all Victorian hotels and clubs. Unfortunately, the Crown Casino declined to have their staff participate in the study. With the assistance of Tabcorp and Tattersall's, 1,566 surveys were mailed to 522 hotels and clubs in Victoria. This yielded 542 responses for a response rate of 34.5 per cent. However, only 533 responses were analysed as the remainder arrived after the data analysis was complete. All survey data were entered into SPSS and analysed using appropriate statistical techniques. The second phase of this study involved 15-30 minute telephone interviews with 40 of these survey respondents. These interviews were digitally recorded, transcribed verbatim and analysed using thematic analysis.

The research aims were expressed as six specific research objectives and the results for each are summarised below.

RESULTS FOR OBJECTIVE ONE

The first research objective was to examine how legislative requirements, codes of conduct, and venue policies and practices may or may not restrict the kind of access that gaming venue staff have to gambling products within their workplace. A legislative review found that Victorian legislation prohibits hotel and club employees from gambling in their workplace whilst on duty, unless as a necessary part of their official duties; however, the legislation does not prohibit them from gambling in their workplace at other times. In contrast, legislation prohibits ‘special employees’ from gambling at the Crown Casino and the casino has extended this prohibition to all staff. A review of relevant venue and industry responsible gambling codes of conduct found that the Tabcorp and Tattersall’s codes of conduct do not prohibit staff from gambling in their workplace whilst off-duty, although the Tabcorp code encourages venues to develop house policies around this. Thus, apart from the casino, it is up to individual venues to develop and implement any restrictions around employees gambling in their workplaces when not on duty. The staff survey found that nearly half the respondents were allowed to gamble in their workplace on EGMs, Club Keno and the TAB (where provided), but typically only on days off and before or after work while not in uniform. Respondents from large hotels were the least likely to be allowed to gamble in their workplace on EGMs, Club Keno and the TAB.

RESULTS FOR OBJECTIVE TWO

The second research objective aimed to measure the gambling behaviour of gaming venue staff, both within and outside their workplace, including gambling type (participation), frequency, duration and expenditure. Two types of restrictions preclude staff from gambling in their workplace. Venue policies may not *allow* them to gamble in the workplace and if their workplace does not provide a type of gambling (e.g. TAB, keno), then staff are not *able* to gamble on these in their workplace. These terms – ‘allowed’ and ‘able to’ - refer in this report to these distinctions. Key results are presented below.

Key Results for All Types of Gambling

During the previous 12 months, 95.9 per cent of the 533 staff respondents reported participating in at least one of the gambling activities surveyed. The average number of different gambling activities undertaken amongst those who gambled was 4.4, with this being higher amongst respondents holding a Gaming Industry Employee’s Licence, those holding a gaming-related position, those aged 18-34 years, and male respondents. The average number of different gambling activities also increased with the length of time staff had worked in the industry.

The most common activities were playing lottery-type games (participated in by 77.9 per cent of respondents), playing EGMs (77.3 per cent), betting on horse or greyhound races through a TAB (59.1 per cent), and buying instant scratch tickets for yourself (51.6 per cent). Less common were betting on horse or greyhound races at a racetrack (46.3 per cent), playing Club Keno (35.5 per cent), playing table games at a casino (22.1 per cent), and sportsbetting at a TAB (20.1%). Least common were gambling privately with friends for money (13.5 per cent), playing bingo (12.2 per cent) and playing casino games on the internet (2.3 per cent).

During the previous 12 months, regular gambling (at least weekly) was most common on lottery-type games (33.4 per cent of respondents), EGMs (18.0 per cent), and horse or greyhound races at a TAB (14.3 per cent). Fewer than one in ten respondents gambled at least weekly on instant scratch tickets (7.3 per cent), horse or greyhound races at a racetrack (7.2 per cent), Club Keno (4.6 per cent) and sportsbetting (2.8 per cent). Very small proportions gambled at least weekly on

bingo (1.7 per cent), private gambling (0.8 per cent), casino table games (0.4 per cent) and internet casino games (0.2 per cent).

Spending more than \$20 per month was quite common amongst those who gambled on EGMs (58.9 per cent of participants), lottery-type games (47.7 per cent), casino table games (47.7 per cent), bingo (45.0 per cent), internet casino games (37.5 per cent), betting on horse or greyhound races at a TAB (36.6 per cent), betting on horse or greyhound races at a racetrack (37.1 per cent) and sportsbetting at a TAB (26.8 per cent). Spending more than \$20 per month was less common amongst those who gambled on private gambling (18.7 per cent), Club Keno (13.8 per cent) and instant scratch tickets (1.3 per cent).

Amongst those who participated in each form of gambling, the proportion of those normally spending more than one hour gambling on that activity were: 94.0 per cent for gambling privately with friends for money, 89.9 per cent for bingo, 56.1 per cent for casino table games, 50.0 per cent for internet casino games, 48.0 per cent for gambling on horse or greyhound races at a racetrack, 45 per cent for EGMs, 18.9 per cent for gambling on horse or greyhound races at a TAB, 11.2 per cent for Club Keno, and 7.1 per cent for sportsbetting through a TAB.

Regular (at least weekly) gamblers were more likely than non-regular gamblers to spend more than \$10 per month on racetrack betting, \$10 per month on Club Keno, \$10 per month on horse or greyhound racing at a TAB, and \$60 per month on EGMs. They were also more likely to spend more than 30 minutes gambling on racetrack betting, Club Keno and horse or greyhound races at a TAB, and more than 60 minutes gambling on EGMs.

When compared to non-gamblers and non-regular gamblers, there were higher proportions of regular (weekly) EGM gamblers amongst respondents who held a Gaming Industry Employee's Licence, held a gaming-related position in their workplace, held a front-of-house position, or a position that combined front-of-house and back-of-house duties, and were older. The likelihood of regular (weekly) EGM gambling also increased with the length of time staff had worked in the industry.

When compared to non-gamblers and non-regular gamblers, there were higher proportions of regular (at least weekly) gamblers on horse or greyhound races at a TAB amongst respondents who worked in venues where the EGMs were operated by Tabcorp rather than Tattersall's, worked in hotels rather than clubs, were aged 18-24 years or 45 years and over, and were male.

When compared to non-gamblers and non-regular gamblers, there were higher proportions of regular gamblers on Club Keno amongst respondents who held a Gaming Employee's Licence, worked in a gambling-related position, and had only a few hours training in responsible gambling. The likelihood of regular (weekly) Club Keno gambling also increased with the length of time staff had worked in the industry.

Key Results for Gambling Inside and Outside the Workplace

During the previous 12 months, 29.2 per cent of respondents allowed and able to bet on Club Keno operated in their workplace did so, 26.7 per cent of those allowed to gamble on Club Keno in their workplace gambled outside their workplace on Club Keno, and 28.5 per cent not allowed to gamble on Club Keno in the workplace did so outside the workplace.

Of respondents allowed and able to bet on horse or greyhound races at a TAB operated in their workplace, 42.0 per cent did so in the last 12 months, 48.0 per cent those allowed to bet on races at a TAB in their workplace bet outside their workplace at a TAB, and 47.2 per cent of those not allowed to gamble on races at a TAB in their workplace did so outside the workplace.

Of respondents allowed and able to engage in sportsbetting at a TAB operated in their workplace, 15.7 per cent did so in the previous 12 months, 14.2 per cent of those allowed to gamble on sportsbetting in their workplace gambled on this at a non-work TAB, and 13.5 per cent of those not allowed to gamble on sportsbetting at a TAB in the workplace did so outside the workplace.

Of respondents allowed and able to play EGMs in their workplace, 62.4 per cent did so in the previous 12 months, 70 per cent of those allowed to gamble on EGMs in their workplace gambled on them outside their workplace, and 74.2 per cent of those not allowed to gamble on EGMs in the workplace did so outside the workplace.

Gambling on horse or greyhound races or on sporting events at a workplace TAB for those allowed is most common for employees of small hotels, followed by large hotels, but there were no significant differences amongst venue types for participation in workplace gambling on Club Keno or EGMs.

When regular (at least weekly) gambling is considered, 4.6 per cent of staff who could gamble on Club Keno in their workplace did so at least weekly, 13.9 per cent of staff who could bet on horse and greyhound races at a TAB in their workplace did so at least weekly, 2.9 per cent of staff who could bet on sporting events at a TAB in their workplace did so at least weekly, and 15.8 per cent of staff who could play EGMs in their workplace did so at least weekly. These proportions were all higher than for regular gambling outside the workplace.

The following proportions of those who gambled in the workplace on each of these surveyed activities spent more than \$20 per month on that activity: 25.6 per cent for workplace EGMs, 11.7 per cent for horse or greyhound races at a workplace TAB, 1.8 per cent for sportsbetting at a workplace TAB, and 2.6 per cent for workplace keno. These proportions were very similar for spending more than \$20 per month on gambling activities outside the workplace, except for EGMs, where this proportion was higher amongst those not allowed to gamble on EGMs in their workplace.

Amongst those who participated in each form of workplace gambling, the proportion of those normally spending more than one hour gambling on that activity were: 14.6 per cent for workplace EGMs, 4.6 per cent for gambling on horse or greyhound races at a workplace TAB, 0.4 per cent for workplace Club Keno, and none for sportsbetting at a workplace TAB. Usual gambling duration was similar for gambling on Club Keno and sportsbetting inside and outside the workplace, but longer for gambling on EGMs and horse and greyhound racing outside the workplace.

Regular gamblers were more likely than non-regular gamblers to spend more than \$20 per month on EGMs in the workplace, \$10 per month on horse or greyhound races at a workplace TAB, \$5 per month on Club Keno in the workplace, 30 minutes playing EGMs in the workplace, and 15 minutes betting on horse or greyhound races at a workplace TAB.

When compared to non-gamblers and non-regular gamblers, there were higher proportions of regular gamblers on EGMs in the workplace amongst respondents who held a Gaming Employee's Licence and held a gambling-related position. When compared to non-gamblers and non-regular gamblers, there were higher proportions of regular gamblers on horse or greyhound races at a workplace TAB amongst respondents who worked in a venue whose EGMs were operated by Tabcorp, worked in a hotel, and were male.

Since working in a gaming venue, 33.2 per cent of respondents reportedly had decreased their gambling, 46.9 per cent reported experiencing no change in their gambling, and 19.8 per cent reported an increase in their gambling.

RESULTS FOR OBJECTIVE THREE

Research Objective Three aimed to measure the prevalence of non-gambling, non-problem, low-risk, moderate-risk and problem gambling amongst the gaming venue staff surveyed. Key results are presented below.

Problem Gambling Prevalence

Using the *Canadian Problem Gambling Index*, 4.1 per cent of the 533 staff respondents were classified as non-gamblers, 54.1 per cent as non-problem gamblers, 22.4 per cent as low risk gamblers, 13.7 per cent as moderate risk gamblers, and 5.6 per cent as problem gamblers.

The Problem Gambler Group

In the previous 12 months, the problem gambler group had gambled on an average of 4.4 different activities. The vast majority had gambled on EGMs (93.3 per cent) and lottery-type games (80.8 per cent), two-thirds had bought instant scratch tickets for themselves (66.7 per cent), and around one-half had bet on horse or greyhound races at a TAB (56.7 per cent), played Club Keno (53.3 per cent) and bet at a racetrack (50.0 per cent). Around one-third had played bingo (30.0 per cent), about one-quarter had gambled privately (26.7 per cent), played casino table games (23.3 per cent) and bet on sporting events at a TAB (20.0 per cent), while a small proportion had gambled on internet casino games (3.3 per cent). In the previous 12 months, higher proportions of the problem gamblers than of moderate risk, low risk or non-problem gamblers had bought instant scratch tickets for themselves, participated in private gambling, participated in bingo, participated in Club Keno, and participated in EGM gambling.

The proportions of the problem gambler group who were regular (at least weekly) gamblers were about one-half for EGMs (56.7 per cent) and lottery-type games (50.0 per cent), about one-quarter for horse or greyhound betting at a TAB (23.3 per cent), one-tenth for Club Keno (10.0 per cent), and minor for instant scratch tickets (6.7 per cent), racetrack betting (6.7 per cent), sportsbetting at a TAB (6.7 per cent), private gambling (3.3 per cent) and bingo (3.3 per cent). None were regular gamblers on casino table games or internet casino games. In the previous 12 months, higher proportions of the problem gamblers than moderate risk, low risk and non-problem gamblers had gambled at least weekly on Club Keno and EGMs.

The proportions of the problem gambler group who spent \$20 per month or more on the different gambling activities were the vast majority for EGMs (90.0 per cent), about one-half for lottery-type games (53.3 per cent), about one-third for horse or greyhound betting at a TAB (33.3 per cent), about one-sixth for racetrack betting (16.7 per cent), Club Keno (16.7 per cent), bingo (13.3 per cent) and casino table games (13.3 per cent), one in ten for sportsbetting at a TAB (10.0 per cent), minor for private gambling (6.7 per cent), and none for internet casino games or instant scratch tickets. In the previous 12 months, higher proportions of the problem gamblers than of the moderate risk, low risk and non-problem gamblers spent more than \$20 per month on lottery-type games, Club Keno, and EGMs.

The proportions of the problem gambler group who had normally spent two hours or more gambling were over one-half for gambling on EGMs (56.7 per cent), about one-quarter for betting at a racetrack (23.3 per cent), about one-fifth for playing bingo (20.0 per cent), about one-seventh for gambling on horse or greyhound races at a TAB (13.3 per cent) and gambling on casino table games (13.3 per cent), minor for gambling on Club Keno (6.7 per cent) and private gambling (6.7 per cent), and none for gambling on internet casino games or sportsbetting at a TAB. Higher proportions of the problem gamblers than of the moderate risk, low risk and non-problem gamblers

had normally spent more than two hours each time they gambled on EGMs, horse or greyhound races at a TAB, and Club Keno.

Staff who assisted patrons with gambling activities at work and who had less responsible gambling training were more likely to be problem or moderate risk gamblers.

The Moderate Risk Gambler Group

In the previous 12 months, the moderate risk gambler group had gambled on an average of 5.2 different activities. The vast majority had gambled on EGMs (90.4 per cent) and lottery-type games (89.0 per cent), over two-thirds had bet on horse or greyhound races at a TAB (67.1 per cent), nearly two-fifths had bet at a racetrack (59.7 per cent) and bought instant scratch tickets for themselves (58.9 per cent), nearly one-half (45.2 per cent) had played Club Keno, about one-third had bet on sporting events at a TAB (37.0 per cent) and played casino table games (32.9 per cent), about one-sixth had gambled privately (16.4 per cent) and played bingo (15.1 per cent), and a very small proportion had gambled on internet casino games (4.1 per cent). In the previous 12 months, higher proportions of the moderate risk gamblers than of the problem, low risk or non-problem gamblers had bet on horse or greyhound races at a racetrack, and gambled on sportsbetting at a TAB.

The proportions of the moderate risk gambler group who were regular (at least weekly) gamblers were about two-fifths for EGMs (41.1 per cent) and lottery-type games (37.0 per cent), about one-third for horse or greyhound betting at a TAB (30.1 per cent), nearly one-fifth for racetrack betting (17.8 per cent), about one-seventh for buying instant scratch tickets (13.7 per cent), minor for Club Keno (6.8 per cent), sportsbetting at a TAB (5.5 per cent), private gambling (4.1 per cent), casino table games (1.4 per cent) and bingo (1.4 per cent), and none for internet casino games. In the previous 12 months, higher proportions of the moderate risk gamblers than of the problem, low risk and non-problem gamblers gambled at least weekly on horse or greyhound races at a racetrack, and horse or greyhound races at a TAB.

The proportions of the moderate risk gambler group who spent \$20 per month or more on the different gambling activities were about three-quarters for EGMs (76.7 per cent), nearly one-half for lottery-type games (46.6 per cent), about one-third for horse or greyhound betting at a TAB (34.2 per cent), about one-sixth for racetrack betting (17.8 per cent), about one in ten for casino table games (12.3 per cent) and sportsbetting at a TAB (11.0 per cent), and minor for Club Keno (6.8 per cent), bingo (4.1 per cent), private gambling (2.7 per cent), instant scratch tickets (1.4 per cent) and internet casino games (1.4 per cent). During the previous 12 months, higher proportions of the moderate risk gamblers than of the problem, low risk and non-problem gamblers spent more than \$20 per month on betting on horse or greyhound races at a TAB.

The proportions of the moderate risk gambler group who had normally spent two hours or more gambling were about one-third for EGMs (35.6 per cent), about one-sixth for racetrack betting (16.4 per cent), minor for horse or greyhound betting at a TAB (6.8 per cent), casino table games (6.8 per cent), private gambling (1.4 per cent), bingo (2.7 per cent) and Club Keno (1.4 per cent), and none for internet casino games or sportsbetting at a TAB.

As noted above, staff who assisted patrons with gambling activities at work and who had less responsible gambling training were more likely to be problem or moderate risk gamblers.

The Low Risk Gambler Group

In the previous 12 months, the low risk gambler group had gambled on an average of 4.9 different activities. The vast majority had gambled on EGMs (89.1 per cent), about three-quarters had

gambled on lottery-type games (79.0 per cent) and bet on horse or greyhound races at a TAB (72.3 per cent), about half had gambled on instant scratch tickets (58.8 per cent), horse or greyhound races at a racetrack (52.1 per cent) and Club Keno (43.7 per cent), about one-quarter had gambled on sporting events at a TAB (26.1 per cent), casino table games (25.2 per cent) and private gambling (21.0 per cent), about one-sixth had played bingo (15.1 per cent), and a very small proportion had gambled on internet casino games (2.5 per cent). During the previous 12 months, higher proportions of the low risk gamblers than of the problem, moderate risk or non-problem gamblers had participated in horse or greyhound betting at a TAB.

The proportions of the low risk gambler group who were regular (at least weekly) gamblers were about one-third for lottery-type games (35.3 per cent), about one-quarter for EGMs (24.4 per cent), about one-sixth for horse or greyhound betting at a TAB (17.6 per cent) and instant scratch tickets (14.3 per cent), minor for racetrack betting (8.4 per cent), Club Keno (6.7 per cent), sportsbetting at a TAB (1.7 per cent), bingo (2.5 per cent) and casino table games (0.8 per cent), and none for private gambling and internet casino games. During the previous 12 months, higher proportions of the low risk gamblers than problem, moderate risk and non-problem gamblers gambled at least weekly on instant scratch tickets.

The proportions of the low risk gambler group who spent \$20 per month or more on the different gambling activities were about two-thirds for EGMs (61.3 per cent), nearly one-third for lottery-type games (37.0 per cent) and horse or greyhound betting at a TAB (28.6 per cent), about one-sixth for racetrack betting (16.0 per cent), about one in ten for casino table games (10.1 per cent), and minor for Club Keno (6.7 per cent), bingo (6.7 per cent), sportsbetting at a TAB (5.0 per cent), private gambling (1.7 per cent), instant scratch tickets (1.7 per cent) and internet casino games (0.8 per cent). Low risk gamblers were more likely than non-problem gamblers to spend more than \$20 per month on lottery-type games, Club Keno, betting on horse or greyhound races at a TAB and EGMs.

The proportions of the low risk gambler group who had normally spent two hours or more gambling were nearly one-quarter for EGMs (22.7 per cent), about one-seventh for racetrack betting (14.3 per cent), nearly one-tenth for horse or greyhound betting at a TAB (9.2 per cent), and minor for casino table games (7.6 per cent), private gambling (5.9 per cent), bingo (5.0 per cent), internet casino games (1.7 per cent), sportsbetting at a TAB (1.7 per cent) and Club Keno (0.8 per cent).

The Non-Problem Gambler Group

In the previous 12 months, the non-problem gambler group had gambled on an average of 3.9 different activities. About three-quarters had gambled on lottery-type games (79.2 per cent) and EGMs (73.6 per cent), about half had gambled on horse or greyhound races at a TAB (56.6 per cent), instant scratch tickets (47.2 per cent) and horse or greyhound races at a racetrack (42.7 per cent), about one-third had played Club Keno (30.6 per cent), about one-fifth had played casino table games (19.1 per cent) and gambled on sporting events at a TAB (14.9 per cent), around one-tenth had played bingo (9.4 per cent) and gambled privately (9.0 per cent). A small minority had gambled on internet casino games 1.7 per cent).

The proportions of the non-problem gambler group who were regular (at least weekly) gamblers were about one-third for lottery-type games (32.6 per cent), about one-tenth for horse or greyhound betting at a TAB (9.0 per cent), minor for EGMs (6.9 per cent), racetrack betting (4.5 per cent), instant scratch tickets (3.5 per cent), Club Keno (2.8 per cent), sportsbetting at a TAB (2.4 per cent), bingo (1.4 per cent), casino table games (0.8 per cent) and internet casino games (0.3 per cent), and none for private gambling and internet casino games.

The proportions of the non-problem gambler group who spent \$20 per month or more on the different gambling activities were about one-quarter for lottery-type games (28.5 per cent) and EGMs (21.9 per cent), about one in ten for horse or greyhound betting at a TAB (11.1 per cent) and racetrack betting (8.7 per cent), minor for casino table games (5.2 per cent), sportsbetting at a TAB (3.1 per cent), bingo (2.8 per cent), private gambling (1.7 per cent), Club Keno (1.0 per cent) and internet casino games (0.3 per cent), and none for instant scratch tickets.

The proportions of the non-problem gambler group who had normally spent two hours or more gambling were about one in twelve for racetrack betting (9.4 per cent) and EGMs (7.3 per cent), and minor for bingo (3.8 per cent), casino table games (3.1 per cent), private gambling (2.4 per cent), horse or greyhound races at a TAB (1.4 per cent), Club Keno (0.7 per cent), internet casino games (0.3 per cent) and sportsbetting at a TAB (0.3 per cent).

RESULTS FOR OBJECTIVE FOUR

The fourth research objective compared the gambling behaviour and prevalence of non-gambling, non-problem, low-risk, moderate-risk and problem gambling between gaming venue staff who have access to gambling products within their workplace and those who do not.

When the gambling behaviour of the staff respondents who had access to the gambling products within their workplace is compared to the gambling behaviour of those who did not have access to the gambling products within their workplace, a few differences were apparent. During the last 12 months, higher proportions of those allowed to gamble in their workplace than of those not allowed to gamble in their workplace:

- participated in horse or greyhound betting at a TAB;
- participated in EGM gambling;
- gambled at least weekly on horse or greyhound races at a TAB;
- gambled 1-3 times a month and at least weekly on EGMs;
- spent more than \$20 per month on horse or greyhound races at a TAB;
- normally spent more than 2 hours playing EGMs.

However, there were no significant differences in the gambling participation, frequency, expenditure and duration for the other types of gambling surveyed, nor for the average number of gambling activities participated in during the previous 12 months. There were also no significant differences identified in the distributions of CPGI categories between respondents who could gamble in their workplace and those who could not, nor any significant association with total CPGI scores.

RESULTS FOR OBJECTIVE FIVE

Research Objective Five aimed to compare the gambling behaviour and prevalence of non-gambling, non-problem gambling, low risk, moderate risk and problem gambling between gaming venue staff and the general population of Victoria.

When compared to results from the *2003 Victorian Longitudinal Community Attitudes Survey* (Centre for Gambling Research, 2004), the survey of 533 staff who work in Victorian hotels and clubs revealed a group who appear to be more actively engaged with gambling than the general Victorian population.

Overall, 95.9 per cent per cent of respondents in the staff survey reported participating in at least one of the gambling activities surveyed during the preceding 12 months, compared to 77.4 per cent in the Victorian survey. For the staff respondents, the average number of different gambling activities undertaken by those who gambled in the preceding 12 months was 4.4, compared to the Victorian survey figure of 2.3 activities. The gambling participation rates amongst the surveyed staff were higher than for the general population of Victoria for all types of gambling for which comparisons could be made. They were substantially higher for playing EGMs, betting on horse or greyhound races at a TAB, betting on horse or greyhound races at a racetrack and playing Club Keno. The gambling participation rates amongst the surveyed staff were somewhat higher for buying instant scratch tickets for themselves, playing lottery-type games, playing casino table games and betting on a sporting event at a TAB. The gambling participation rates amongst the surveyed staff were only marginally higher for playing internet casino games.

When gambling at least monthly during the 12 months prior to each survey was considered, higher proportions of respondents in the staff survey than in the Victorian survey had gambled at least monthly on EGMs, Club Keno, instant scratch tickets, internet casino games for money, horse or greyhound races, and sportsbetting. When gambling at least weekly during the 12 months prior to each survey was considered, higher proportions of respondents in the staff survey than in the Victorian survey had gambled at least weekly on EGMs, Club Keno, instant scratch tickets for themselves, horse or greyhound races and sportsbetting.

A further finding was that the staff respondents generally travelled less distance to play EGMs. Compared to the Victorian survey respondents, about double the proportion of staff survey respondents travelled less than 2.5 kilometres to play EGMs, with the proportion of staff travelling more than 20 kilometres being about one-quarter of the Victorian survey figure.

When measured on the CPGI, the problem gambling prevalence rate of 5.6 per cent amongst respondents to the staff survey is nearly six times higher than that identified for the Victorian population, using the same instrument. The moderate risk gambling rate of 13.7 per cent amongst respondents to the staff survey is around 15 times higher than that identified for the Victorian population. No separate comparisons for low risk gamblers and non-problem gamblers can be made, as the Victorian survey did not report these data.

Links between Accessibility and Gambling Behaviour and Gambling Problems

Further analysis was undertaken to examine whether the increased accessibility to gambling that venue staff would seem to have explains the heightened gambling activity and problem gambling prevalence found amongst the respondents to the staff survey, when compared to the Victorian population.

This first required construction of scales to measure perceived accessibility. The scales used in the survey to measure accessibility to the six major types of gambling (lottery-type games, Club Keno, betting on horse or greyhound races, EGMs and casino tables games) were based mainly on the Productivity Commission's model of accessibility to gambling (1999). Survey data analysis found all six scales to have good reliabilities when treated as overall access to gambling scales. Further, factor analyses of each of these scales identified a common three component structure. These three components were interpreted as representing physical access, social access and cognitive access to gambling. Again, each of these components had good reliabilities.

When overall perceived access to each of the six types of gambling was examined, it was found that EGMs were considered the most accessible, followed by lottery-type games, Club Keno, horse/greyhound racing, and sportsbetting, respectively. Casino table games were considered the least accessible of these six types of gambling.

When the perceived ease of physical, social and cognitive access was examined across the six types of gambling, it was apparent that physical access was perceived as easiest for playing EGMs, somewhat less easy for gambling on lottery-type games, horse and greyhound races, sportsbetting and Club Keno, and the least easy for casino table games. Social access was perceived as easiest for gambling on Club Keno and lottery-type games, somewhat less easy for gambling on horse and greyhound races, playing EGMs and sportsbetting, and the least easy for casino table games. Cognitive access was perceived as easiest for EGMs, less easy for Club Keno, lottery-type games, betting on horse or greyhound races and sportsbetting, and the least easy for casino table games.

The perceived ease of physical, social and cognitive access were then examined within each type of gambling. For lottery-type games, betting on horse and greyhound races, sportsbetting and EGMs, physical access was perceived as the easiest of all three dimensions, followed by social access. For Club Keno and casino table games, social access was perceived as the easiest of all three dimensions, followed by physical access. Cognitive access was perceived as least easy for all six types of gambling, except for EGMs where social access was perceived as most difficult.

Differences in perceived access to each of the six types of gambling were examined for staff who can and cannot gamble in their workplace. Being able to gamble in the workplace significantly heightened the perceived access of respondents to gambling on three of the four types of gambling which hotels and clubs can offer - EGMs, Club Keno and betting on horse and greyhound races. However, it did not heighten perceived access to sportsbetting, which is also available through a workplace TAB where available. In considering which dimensions of perceived access are heightened by being able to gamble in the workplace, it was found that being able to gamble in the workplace heightened perceived physical, social and cognitive access to Club Keno, and social access to betting on horse and greyhound races, sportsbetting and EGMs.

The influence of perceived access on gambling behaviour was also examined. Easier physical access significantly increased the likelihood of participation in Club Keno and casino table games, the frequency of playing casino table games, and expenditure on instant scratch tickets. Easier social access significantly increased the likelihood of participation in sportsbetting and EGM gambling, but easier social access was associated with lower frequency of sportsbetting. Easier cognitive access increased the likelihood of participation in all six types of gambling examined. Easier cognitive access was also associated with increased frequency of gambling on lottery-type games, betting on races, EGMs and casino table games, and expenditure on Club Keno, race betting and EGMs. Easier cognitive access was also associated with increased usual duration of gambling sessions on race betting and EGMs.

Lastly, the influence of accessibility on problem gambling was examined. The probability of being a problem or moderate risk gambler was found to be higher when gamblers have extremely easy physical access to betting on horse and greyhound races. However, the effects were mixed for ease of physical access to Club Keno. There was no influence on the likelihood of being a problem or moderate risk gambler from ease of physical access to the other types of gambling activities.

The probability of being a moderate risk or problem gambler was found to be higher when gamblers have more difficult social access to betting on horse and greyhound races and EGMs. From this finding, it appears that moderate risk and problem gamblers feel less social access to gambling on horse/greyhound races and EGMs because of their heightened gambling on these activities. That is, being a moderate or problem gambler appears to reduce the perceived personal and social approval of the gambling activity.

The probability of being a moderate risk or problem gambler was found to be higher when gamblers have extremely easy cognitive access to Club Keno, betting on horse and greyhound

races, EGMs and casino table games. It appears that moderate risk and problem gamblers have greater cognitive access to these activities due to their heightened gambling on these activities.

RESULTS FOR OBJECTIVE SIX

Research Objective Six aimed to explore staff perspectives on how working in a gaming venue influences the access of gaming venue staff to gambling products and venues, both within and outside their workplace and along multiple dimensions of access. This was addressed via the interviews with 40 staff. Major findings in relation to their perceived physical, social and cognitive access to gambling are presented below.

Physical Access

Physical access to gambling by staff was discussed by the interviewees mainly in terms of convenience, proximity to work and to home, and the influence of shiftwork and split shifts on the times that staff are likely to access gambling facilities.

Most respondents did not think convenient access to gambling, in terms of its proximity in the workplace, necessarily influences staff to gamble at work. This may be because of the unattractiveness of the venue to the staff member and/or because they have already spent a good deal of time around gambling and that venue while at work. However, it was readily acknowledged that staff, like the general public, have convenient access to venues in general.

If staff need to change out of their uniform to gamble at the workplace, those who live some distance away are more likely to gamble at a venue closer to home. However, if no other similar venue operates in the town, then staff may be more likely to gamble in their workplace. Even for staff not allowed to gamble in their workplace, other venues are often in close proximity to their workplace, allowing convenient gambling before or after work. These nearby venues were also considered good places to meet up with co-workers and staff from other venues whom they know. For others, it may be more convenient to gamble closer to home, either on their way home from work or during time off, than to go to a venue near the workplace.

A minority thought that the proximity of gambling facilities was an influencing factor on staff gambling in the workplace, especially as it is such a convenient way to relax after work. Some also gamble in the workplace when they come in to check rosters or return keys in their time off.

Shiftwork was another aspect of staff worklife that appeared to affect physical access to gambling. Late night finishes meant some staff did not have the opportunity to gamble after work, so staff gambling in the workplace was seen as confined to those working day shifts. However, staff who finished late did sometimes go to other venues after work and many had observed staff from other venues coming to the respondent's workplace before or after shifts to gamble. Essentially, shiftwork was seen as encouraging staff to gamble at other venues, rather than in their workplace. This was due to workplace policies on staff gambling, relative opening hours, opportunities to meet other hospitality workers, wanting to observe the gambling facilities at other venues and wanting privacy in their own gambling.

Several respondents also commented on seeing kitchen staff gambling between shifts. In terms of physical access, these staff often find it easier to stay close to their workplace in between split shifts. Gambling then becomes a way to pass that time.

Social Access

Social access to gambling was discussed by the interviewees mainly in relation to the potential familiarity and comfort of gambling in their workplace, safety and security, encouragement from other staff to gamble, the influence of patrons, the normalisation of gambling, limits on other social activities, and management and workplace culture.

Most staff who could gamble in their workplace thought familiarity with their venue's gaming environment made it a comfortable and sometimes inviting place to gamble. Cheaper drinks for staff (where provided) and the non-judgemental attitude of others added to this comfort level. However, other staff who could gamble in their workplace felt that staff preferred to gamble elsewhere, so they felt they were away from work. In contrast, staff who could not gamble in their workplace tended to disagree that familiarity with gaming environments encouraged staff to gamble. Some reasons were that this familiarity turned staff off gambling and they get sick of the environment. Others felt that individual factors such as boredom were more influential than social factors.

Respondents were fairly evenly divided on whether the added safety and security of gambling in their own venue, rather than going to another, encouraged staff to gamble in their workplace. Some commented that knowing other people in the workplace added to the level of comfort and others that security is enhanced because they know so many staff and patrons and because their venue has a strict security system. However, others noted that alternative venues were just as safe.

The potential influence of other staff on social accessibility to gambling was the topic of much discussion. Most staff who could gamble in their workplace thought that knowing other staff encouraged workplace gambling. As well as adding to comfort and security levels when gambling in the workplace, the general collegiality was attractive, although this also applied for staff who gambled at other venues where they knew employees. Finishing a shift at the same time as other staff, the sociability of the TAB for men, a drinking and gambling culture, and sharing of 'hot tips' amongst staff were other encouraging factors noted. However, others felt that social factors had no influence on machine gambling, as it is such an individual and private activity, while heavier gamblers might prefer to gamble elsewhere to retain their privacy around this. It seemed that staff working in a venue where workplace gambling was allowed were more likely to encourage other staff to gamble with them, even outside the workplace. Some staff, however, did not want to socialise with the people they worked with.

Knowing other patrons seemed to discourage staff from gambling in their workplace (where allowed), as staff liked some respite from their patrons and sometimes felt uncomfortable if patrons commented on their gambling or any wins. For some, however, knowing the patrons added to the social enjoyment.

The vast majority of interviewees recognised that gambling becomes very normalised for staff. Whether this translates into heightened gambling activity, however, depends on several other factors, such as the attractiveness of the gambling environment in the workplace, social pressures to participate, length of time working in the industry, and individual propensity to gamble. This normalisation, however, can reduce any stigma around gambling, and draw attention to its social benefits of relieving loneliness and boredom.

Also related to social access, is the limit on other social opportunities, family time and options for relaxing after work for venue staff, particularly those doing late shifts. As well as gambling in the workplace, some staff were attracted to other venues after work to socialise with other hospitality workers.

The financial circumstances of staff were also acknowledged as influencing the affordability of gambling for staff and thus the comfort level of spending limited disposable income on gambling. Most interviewees felt that staff would not consider gambling as a way to supplement their income, although some younger or newer staff members may be more naïve in this regard.

Social access to gambling in the workplace was also seen as dependent on management attitudes to staff gambling. Where a permissive policy applied, management can be seen as endorsing staff gambling. Similarly, when management is often absent, staff can feel more comfortable gambling in their venue.

Finally, hotels and TABs were perceived as places where staff gambling was more likely to occur, at sometimes excessive levels, given the more relaxed social environment of both.

Cognitive Access

Several themes relating to cognitive access to gambling were raised by the interviewees. These were enhanced knowledge of the odds of gambling, greater product knowledge, attraction to individual machines, heightened access to and greater knowledge of jackpot levels, a desire to know what competitive venues are offering, and cognitive distortions of some staff.

It was widely acknowledged that staff should have a better knowledge than the general public of the odds of winning and losing at gambling and the extent of patrons' losses, so this should discourage them from gambling. However, whether this was the case depended on the financial means of the worker, whether this knowledge of the odds was stronger than the person's interest in gambling, and whether the worker perceived they had inside knowledge that would help them win. Knowing the machines in the workplace could attract staff to gamble on them, but more due to familiarity with individual machines rather than thinking that this familiarity would increase their chances of winning. However, the special knowledge required of staff working at a TAB also adds to their familiarity, comfort and knowledge of how to gamble on TAB activities. Others were genuinely interested in certain games (on machines) and, after watching patrons play them, wanted to try them themselves at their or another venue. Others observed patrons winning on particular machines and were enticed to play them to see if they could also win.

Staff were reported as having greater access to jackpot machines and greater knowledge about jackpot levels than did the general public. This led some staff to believe they know when jackpots are about to be won and others to then chase these jackpots. Staff can closely watch jackpot levels in their workplace, and then play these machines when off-duty or seek out a linked machine at another venue.

Staff gambling was also encouraged by a desire to see what competitive venues are offering, to try different machines to those in their venues and to know about alternative promotions and competitions. Some felt they gambled to enhance their product knowledge and work performance and to gain a better understanding of the patron experience.

In general, younger or newer staff were considered more vulnerable to cognitive distortions around gambling, to see gambling as 'easy money' after seeing patrons win. However, the majority thought that staff were more influenced by player losses which, in turn, deterred them from gambling themselves. Responsible gambling awareness was also cited as a discouraging influence for some staff, but the limited training of newer or younger staff added to their vulnerability in gambling.

CONCLUSIONS

Staff of gaming venues have greater accessibility to gambling, not only in terms of physical access such as increased proximity and convenience if they are allowed to gamble in their workplace, but also because various workplace factors enhance their social and cognitive access. Thus, an important finding from this study is that the gaming venue staff had a much higher prevalence of problem and at-risk gambling than the Victorian population. This provides strong evidence that gambling problems may be linked to increased access to gambling, although it does not discount an alternative explanation that people with, or more likely to develop, gambling problems may be disproportionately attracted to working in the industry.

However, the case for a link between increased exposure and access to gambling and more active gambling and gambling problems is strengthened when some characteristics of the staff problem gamblers and regular gamblers are considered:

- Most staff problem gamblers were regular gamblers on those types of gambling most often provided in their workplaces, a finding which supports an exposure effect. Most were regular EGM gamblers, while regular betting on horse and greyhound races at a TAB was also common, but more so amongst the moderate risk gamblers.
- Staff who assisted patrons with gambling-related activities and who had received less responsible gambling training were also more likely to be moderate risk/problem gamblers than those who had received more training. In fact, amongst staff who assisted patrons with gambling-related activities, 85.3 per cent of those who had received only a few hours or less of responsible gambling training were moderate risk/problem gamblers, compared with 32.9 per cent of those who had been trained for at least half a day. This finding again supports an exposure effect, but suggests that this effect may be moderated by more responsible gambling training. Extending the duration of responsible gambling training to at least half a day for staff who assist patrons with gambling-related activities would likely lower the proportion who become moderate risk or problem gamblers.
- When compared to the Victorian population, higher proportions of the staff respondents were regular gamblers, particularly on those forms of gambling provided in their workplaces. In fact, the largest differences in regular gambling between the staff respondents and the Victorian population were for betting on horse or greyhound races (+16.0 percent), EGMs (+14.8 percent) and Club Keno (+9.0 percent).
- Further, staff who held a Gaming Industry Employee's Licence, worked in a gaming-related position, and had worked for a longer time in gaming venues, were over-represented amongst regular EGM and Club Keno gamblers. These characteristics were similar for regular workplace EGM gamblers. Thus, active and lengthy involvement in workplace gambling operations, such as assisting patrons with gaming machines, gaming promotions and cashier or change booth functions, appears to increase the likelihood of regular gambling on EGMs and Club Keno, again suggesting that exposure to gambling and gamblers is linked to gambling activity.
- Staff who worked in a Tabcorp rather than Tattersall's venue, worked in a hotel rather than a club, and who were male, were over-represented amongst regular TAB gamblers, including those who regularly punted in their workplace. Thus, effects from the workplace environment also seem to influence TAB gamblers. Tabcorp, as well as operating EGMs in Victoria, also operates the state's network of TAB outlets. A culture of punting on horse and greyhound races may be more likely to prevail in Tabcorp venues which, along with a

more relaxed environment in some hotels, might tacitly encourage such gambling amongst some staff, particularly males.

- Of those staff able to gamble in their workplace, about one-sixth were regular (weekly) gamblers on workplace EGMs, about one-seventh were regular gamblers on workplace TABs, and about one in 20 were regular gamblers on workplace Club Keno terminals. These proportions are not inconsiderable, especially for EGM and TAB gambling. Thus, a considerable proportion of staff return some of their wages to their workplaces as gambling losses. While these monies may have been spent at other venues if workplace gambling had been barred, the fact that these staff choose to spend them in their workplace suggests that proximity, convenience and a familiar environment are important determinants of gambling behaviour.
- Being able to gamble in the workplace is associated with heightened staff participation in some gambling activities, even those undertaken outside the workplace. For EGM gambling and TAB race betting, staff who could gamble in their workplace had a higher participation rate and were more likely to be regular gamblers on these activities, whether they gambled on these at work or elsewhere. They were also more likely to spend more than \$20 per month on race betting at a TAB and to play EGMs for longer than two hours each session, although not necessarily in their workplace. It seems the tacit endorsement of gambling through permissive policies on staff gambling in the workplace is accompanied by more active EGM and TAB gambling overall. However, being able to gamble in the workplace did not appear to influence staff participation, frequency, expenditure and duration for the other types of gambling surveyed.
- While staff with the additional access to gambling in the workplace were more active gamblers on EGMs and TAB race betting, this did not appear to elevate their levels of problem gambling or their at-risk status beyond those of staff who cannot gamble in their own venue. Nevertheless, while physical accessibility to gambling in the workplace was not a key determinant of gambling problems, the staff still had much higher levels of gambling problems than the Victorian population. This suggests that other aspects of accessibility are more operative.
- What was found to be more pertinent to the risk of gambling problems was heightened cognitive access to Club Keno, race betting, EGMs and casino table games. While the typically frequent and heavy gambling of problem and moderate risk gamblers no doubt enhances this cognitive access, working in a gaming venue can also heighten staff understanding and familiarity with gambling products, particularly those offered in their workplace – EGMs, keno and race betting. As such, the increased cognitive access that comes from working in a gaming venue best explained the elevated rates of gambling problems found amongst the staff respondents.

LIMITATIONS OF THE STUDY

The results of this study should be read with several limitations in mind. First, non-random sampling and the non-inclusion of casino employees mean the results apply only to the hotel and club staff who responded to the survey and cannot be generalised to the population of gaming venue staff in Victoria, or elsewhere. Similarly, the qualitative results derived from the 40 interviews do not claim to be representative of the population.

Additionally, there are inherent weaknesses in using a cross-sectional survey methodology. A key one is that, when investigating the link between access to gambling and problem gambling, cause

and effect are unclear. It seems that actual gambling behaviour can (and did) shape respondents' assessments of their accessibility to gambling, at least in the social and cognitive domains. This suggests the need for a more objective measure of these dimensions of accessibility. However, this seems particularly problematic when the nature of these constructs are considered, particularly if accessibility and problem gambling are measured concurrently, as was done here. Thus, while the accessibility scales developed for this study had good internal reliability and appeared to capture the constructs measured in ways that aligned with the interview results and with the model of accessibility to gambling developed by the Productivity Commission (1999), they were not able to isolate cause from effect. Whether social and cognitive access affect gambling behaviour, or whether gambling behaviour affects social and cognitive access, remains unclear.

SUMMARY OF KEY RESULTS

Table A summarises the main results from the study.

Table A: Summary of key research results

Restrictions on Staff Gambling in the Workplace			
Victorian Legislation	Industry Codes	Hotel & Club Policies	
<ul style="list-style-type: none"> No gambling while on duty 	<ul style="list-style-type: none"> No gambling while on duty 	<ul style="list-style-type: none"> Some prohibit staff gambling in the workplace Some allow staff to gamble in the workplace, under varying conditions 	

Gambling Behaviour Amongst All Staff Respondents			
Participation	Regular Gambling	Spent Over \$20 per Month	Spent Over 1 Hour
<ul style="list-style-type: none"> 95.9% participation average 4.4 gambling activities lottery-type games (77.9%) EGMs (77.3%) TAB races (59.1%) instant scratchies (51.6%) racetrack (46.3%) Club Keno (35.5%) casino table games (22.1%) sportsbetting (20.1%) private gambling (13.5%) bingo (12.2%) internet casino games (2.3%) 	<ul style="list-style-type: none"> lottery-type games (33.4%) EGMs (18.0%) TAB races (14.3%) instant scratchies (7.3%) racetrack (7.2%) Club Keno (4.6%) sportsbetting (2.8%) bingo (1.7%) private gambling (0.8%) casino table games (0.4%) internet casino games (0.2%) 	<ul style="list-style-type: none"> EGMs (58.9%) lottery-type games (58.9%) casino table games (47.7%) bingo (45.0%) internet casino games (37.5%) TAB races (36.6%) racetrack (37.1%) sportsbetting (26.8%) private gambling (18.7%) Club Keno (13.8%) instant scratchies (1.3%) 	<ul style="list-style-type: none"> private gambling (94.0%) bingo (89.9%) casino table games (56.1%) internet casino games (50.0%) racetrack (48.0%) EGMs (45.0%) TAB races (18.9%) Club Keno (11.2%) sportsbetting (7.1%)

Gambling Behaviour of Staff Able to Gamble in the Workplace			
Participation	Regular Gambling	Spent Over \$20 per Month	Spent Over 1 Hour
<ul style="list-style-type: none"> Club Keno (29.2%) TAB races (42.0%) sportsbetting (15.7%) EGMs (62.4%) 	<ul style="list-style-type: none"> Club Keno (4.6%) TAB races (13.9%) sportsbetting (2.9%) EGMs (15.8%) 	<ul style="list-style-type: none"> EGMs (25.6%) TAB races (11.7%) sportsbetting (1.8%) Club Keno (2.6%) 	<ul style="list-style-type: none"> EGMs (14.6%) TAB races (4.6%) sportsbetting (0.0%) Club Keno (0.4%)

Problem Gambling Prevalence Amongst All Staff Respondents (non-gamblers = 4.1%)

Problem Gamblers	Moderate Risk	Low Risk	Non-Problem
<ul style="list-style-type: none"> • 5.6% of respondents. • average 4.4 gambling activities 	<ul style="list-style-type: none"> • 13.7% of respondents • average 5.2 gambling activities 	<ul style="list-style-type: none"> • 22.4% of respondents • average 4.9 gambling activities 	<ul style="list-style-type: none"> • 54.1% of respondents • average 3.9 gambling activities
Higher proportions of problem gamblers than the other CPGI groups had:	Higher proportions of the moderate risk gamblers than of the other CPGI groups had:	Higher proportions of the low risk gamblers than of the other CPGI groups had:	
<ul style="list-style-type: none"> • gambled on instant scratch tickets, private gambling, bingo, Club Keno and EGMs • gambled at least weekly on Club Keno and EGMs • spent more than \$20 per month on lottery-type games, Club Keno and EGMs • spent more than two hours each time they gambled on EGMs, TAB races and Club Keno 	<ul style="list-style-type: none"> • gambled at a racetrack and on sportsbetting • gambled at least weekly at a racetrack, and TAB races • spent more than \$20 per month on betting TAB races 	<ul style="list-style-type: none"> • gambled on TAB races • gambled at least weekly on instant scratch tickets <p>Low risk gamblers were more likely than non-problem gamblers to:</p> <ul style="list-style-type: none"> • spend more than \$20 per month on lottery-type games, Club Keno, TAB races and EGMs 	

Differences in Gambling Behaviour of Staff Who Can and Cannot Gamble in the Workplace

Higher proportions of staff who could gamble in their workplace:

- participated in horse or greyhound betting at a TAB
 - participated in EGM gambling
 - gambled at least weekly on horse or greyhound races at a TAB
 - gambled 1-3 times a month and at least weekly on EGMs
 - spent more than \$20 per month on horse or greyhound races at a TAB
 - normally spent more than 2 hours playing EGMs
-

Differences in Gambling Behaviour of Staff Respondents and the Victorian Population

- participation rate – 95.9% for staff; 77.4% for Victoria
 - average no. of gambling activities – 4.4 for staff; 2.3 for Victoria
 - staff participation rates were higher for all gambling activities, especially EGMs, TAB races, racetrack betting and Club Keno
 - higher proportions of the staff respondents had gambled at least weekly on EGMs, Club Keno, instant scratchies, races and sportsbetting
 - staff respondents generally travelled less distance to play EGMs
-

Perceived Accessibility to Different Types of Gambling

Most accessible	<ul style="list-style-type: none"> • EGMs • Lottery-type games • Club Keno • Horse/greyhound races • Sportsbetting • Casino table games
	↑↑ ↓↓
Least accessible	

Perceived Physical, Social and Cognitive Accessibility to Different Types of Gambling

	Physical access	Social Access	Cognitive access
Most accessible	<ul style="list-style-type: none"> • EGMs • Lottery-type games 	<ul style="list-style-type: none"> • Club Keno • Lottery-type games 	<ul style="list-style-type: none"> • EGMs • Club Keno
↕	<ul style="list-style-type: none"> • Races • Sportsbetting • Club Keno 	<ul style="list-style-type: none"> • Races • EGMs • Sportsbetting 	<ul style="list-style-type: none"> • Lottery-type games • Races • Sportsbetting
Least accessible	<ul style="list-style-type: none"> • Casino table games 	<ul style="list-style-type: none"> • Casino table games 	<ul style="list-style-type: none"> • Casino table games

Differences in Perceived Physical, Social and Cognitive Access Within Each Gambling Type

	Lottery	Club Keno	Races	Sportsbetting	EGMs	Casino Table Games
Most easy	<ul style="list-style-type: none"> • physical 	<ul style="list-style-type: none"> • social 	<ul style="list-style-type: none"> • physical 	<ul style="list-style-type: none"> • physical 	<ul style="list-style-type: none"> • physical 	<ul style="list-style-type: none"> • social
□	<ul style="list-style-type: none"> • social 	<ul style="list-style-type: none"> • physical 	<ul style="list-style-type: none"> • social 	<ul style="list-style-type: none"> • social 	<ul style="list-style-type: none"> • cognitive 	<ul style="list-style-type: none"> • physical
Least easy	<ul style="list-style-type: none"> • cognitive 	<ul style="list-style-type: none"> • cognitive 	<ul style="list-style-type: none"> • cognitive 	<ul style="list-style-type: none"> • cognitive 	<ul style="list-style-type: none"> • social 	<ul style="list-style-type: none"> • cognitive

Differences in Perceived Access for Staff who Can and Cannot Gamble in their Workplace

Being able to gamble in the workplace significantly heightened the perceived access to gambling on EGMs, Club Keno and horse/greyhound races

Influence of Perceived Access on Gambling Behaviour

Easier physical access increased:	Easier social access increased:	Easier cognitive access increased:
<ul style="list-style-type: none"> • participation in Club Keno and casino table games • frequency of playing casino table games • expenditure on instant scratch tickets 	<ul style="list-style-type: none"> • participation in sportsbetting and EGM gambling <p>but decreased:</p> <ul style="list-style-type: none"> • frequency of sportsbetting 	<ul style="list-style-type: none"> • participation in lottery-type games, Club Keno, TAB races, sportsbetting, EGMs and casino table games • frequency of gambling on lottery-type games, betting on races, EGMs and casino table games • expenditure on Club Keno, race betting and EGMs • duration of gambling sessions on race betting and EGMs

Influence of Perceived Accessibility on Problem Gambling

The probability of being a problem or moderate risk gambler was found to be higher when:

- gamblers have extremely easy physical access to betting on horse and greyhound races
- gamblers have more difficult social access to betting on horse and greyhound races and EGMs
- gamblers have extremely easy cognitive access to Club Keno, betting on horse/greyhound races, EGMs and casino table games

Main Themes From Interviews on Workplace Influences on Gambling Accessibility

Physical access	Social Access	Cognitive Access
<ul style="list-style-type: none"> • convenience • proximity to work and to home • shiftwork and split shifts 	<ul style="list-style-type: none"> • familiarity, comfort and security of gambling in the workplace • encouragement from other staff to gamble • influence of patrons • normalisation of gambling • limits on other social activities for staff • management and workplace culture 	<ul style="list-style-type: none"> • enhanced knowledge of gambling odds • greater product knowledge • attraction to individual machines • heightened access to and knowledge of jackpot levels • desire to know what competitive venues are offering • cognitive distortions of younger/newer staff

CHAPTER 1

INTRODUCTION TO THE STUDY

1.1 BACKGROUND

This research project was funded through the Victorian Government's Submission Based Research Grants System for Gambling Research, established in 2006 to 'encourage research that is academically rigorous, able to provide a solid evidence-base for the development of future Victorian Government gambling policy, and innovative in its approach' (Department of Justice, 2006:2). By calling for submissions, the grants system aims 'to re-invigorate gambling research by encouraging participation and input from a variety of disciplines to undertake applied gambling research' (Department of Justice, 2006:2).

In the 2006 pilot round of this grants system, the area of interest and focus was the theme of accessibility to gambling products, with accessibility recognised as 'a broad topic that encompasses several elements, such as the kind of access people have to gambling products and venues and how this impacts on the behaviour of both gamblers and problem gamblers' (Department of Justice, 2006:4). This project aligns with this theme by focusing on the gambling behaviour of a group of people who have heightened access to gambling products – staff who work in gaming venues.

This introductory chapter explains the aims and objectives of the research, its scope and the structure of the research report.

1.2 RESEARCH AIMS AND OBJECTIVES

This research project aimed to test the link between accessibility to gambling and the prevalence of problem gambling by:

- comparing the gambling behaviour and prevalence of problem gambling amongst a population with very high accessibility to gambling (staff who work in gaming venues who are allowed to gamble in their workplace) to the gambling behaviour and prevalence of problem gambling amongst a comparable population with less accessibility to gambling (staff who work in gaming venues who are not allowed to gamble in their workplace);
- comparing the gambling behaviour and prevalence of problem gambling amongst gaming venue staff, a population with relatively high accessibility to gambling, to the gambling behaviour and prevalence of problem gambling amongst the general population of Victoria as measured by prior research;
- exploring the perceived influence that heightened access to gambling, along multiple dimensions, has on the gambling behaviour and development of gambling problems for gaming venue staff.

The following specific research objectives were developed to achieve the project aim:

1. To examine how legislative requirements, codes of conduct, and venue policies and practices may or may not restrict the kind of access that gaming venue staff have to gambling products within their workplace;

2. To measure the gambling behaviour of gaming venue staff, both within and outside their workplace, including gambling type, frequency, duration and expenditure;
3. To measure the prevalence of non-gambling, no-risk, low-risk, moderate-risk and problem gambling amongst gaming venue staff;
4. To compare the gambling behaviour and prevalence of non-gambling, no-risk, low-risk, moderate-risk and problem gambling between gaming venue staff who have access to gambling products within their workplace and those who do not;
5. To compare the gambling behaviour and prevalence of non-gambling, no-risk, low-risk, moderate-risk and problem gambling between gaming venue staff and the general population of Victoria (as identified by prior research);
6. To explore staff perspectives on how working in a gaming venue influences the access of gaming venue staff to gambling products and venues, both within and outside their workplace and along multiple dimensions of access (including opportunities to gamble both within and outside their workplace, access to other venues when open, conditions of entry to venues, perceived ease of use of gambling products, financial accessibility to gambling, and social accessibility to gambling).

1.3 PROJECT SCOPE

The scope of the study is further delineated by the following explanation of key terms:

- Gambling behaviour includes the many aspects of a person's gambling, including type, frequency, duration and expenditure, and no-risk, low-risk, moderate-risk and problem gambling (Canadian Centre on Substance Abuse, 2001).
- Problem gambling is gambling behaviour that creates negative consequences for the gambler, others in his or her social network, or for the community. This definition of problem gambling was developed for the *Canadian Problem Gambling Index* (Canadian Centre on Substance Abuse, 2001), which was the instrument used to measure problem gambling in this study.
- Gaming venues for this project refer specifically to Victorian clubs, hotels and the Crown Casino and the project aimed to include employees from each of these three venue types. However, Crown Casino declined to allow their staff to participate in the study, so the study is based only on hotel and club employees.
- Gaming venue staff for this project refer to all types of staff in the participating hotels and clubs, including front-of-house and back-of-house staff, and operational, supervisory and management staff.
- Accessibility to gambling has been recognised as having multiple dimensions, with the Productivity Commission (1999) identifying these as the number and distribution of gambling opportunities, the number of opportunities to gamble in any given venue, venue opening hours, conditions of entry to gaming venues, ease of use of gambling products, financial accessibility to gambling including initial outlay, and social accessibility to gambling. This study recognises the multi-dimensional nature of accessibility to gambling and considers accessibility in its broadest sense.

1.4 STRUCTURE OF THE REPORT

This research report has eleven chapters. Chapter 1 has introduced the study by providing some background, and by detailing the aims, objectives and scope of the study. Chapter 2 reviews the international and Australian literature on accessibility to gambling, as well as previous research into gambling by gaming venue staff. The research methods for both the quantitative and qualitative phases are described in Chapter 3, where key characteristics of the survey respondents and interview participants are provided. Chapter 4 addresses the first research objective, by focusing on restrictions on gambling by staff in their workplaces. The second research objective is addressed in Chapter 5, where the gambling behaviour of the survey respondents is detailed. Chapter 6 examines problem gambling amongst the survey respondents, thus addressing the third objective. Chapter 7 focuses on the fourth research objective by comparing gambling behaviour and problem gambling between staff who can gamble in their workplace and those who cannot. Chapter 8 also provides comparisons, this time between the gambling behaviour and problem gambling amongst the respondents to the staff survey and those of the Victorian population, thus addressing the fifth research objective. Chapter 9 examines links between accessibility and gambling behaviour, including problem gambling. The qualitative findings are presented in Chapter 10 so as to address the sixth objective of the study. Finally, Chapter 11 discusses the study's findings and concludes the report.

CHAPTER 2

REVIEW OF THE LITERATURE

2.1 INTRODUCTION

As part of this research project, a comprehensive review was undertaken of international and Australian literature on accessibility to gambling, its links with gambling behaviour and problem gambling, and gambling by staff who work in gaming venues. This review first summarises key characteristics of the Victorian gambling industry, before examining accessibility as an influence on gambling behaviour. It then reviews prior research into the various dimensions of accessibility. A review of research into gambling by gaming venue staff completes the chapter.

2.2 KEY CHARACTERISTICS OF THE VICTORIAN GAMBLING INDUSTRY

In Victoria at end 2007 there were 522 hotels and clubs, holding licences for 27,279 gaming machines (Victorian Commission for Gambling Regulation, 2007a). The casino in Victoria is held by Crown Casino Ltd, which has a licence to offer table games and gaming machines. Two companies, Tattersall's and Tabcorp, hold gaming licences, which authorise them to provide gaming on EGMs and Club Keno at licenced venues throughout the State (Office of Economic and Statistical Research, 2006). In addition, Tattersall's holds a public lotteries licence, and Tabcorp a wagering licence, an arrangement that gives each a degree of exclusivity over those forms of gambling in Victoria. Under the wagering agreement, Tabcorp is additionally able to offer sportsbetting services (Office of Economic and Statistical Research, 2006).

2.3 ACCESSIBILITY AS AN INFLUENCE ON GAMBLING BEHAVIOUR

As noted by the Productivity Commission (1999), understanding the link between accessibility to gambling products and venues and problem gambling is of critical concern to governments in the development of gambling policy. This is because the existence of any such link implies the need for caution in liberalising access to gambling. Despite this importance, the research that has been conducted into access to gambling and its impacts on gambling behaviour and gambling problems has been inconclusive. Indeed, the Productivity Commission asserted that 'causation is hard to prove beyond all doubt' given the evidence before it some nine years ago (1999:8.1). Nevertheless, in reviewing variations in problem gambling prevalence rates, gambling expenditure, the use of help services, the changing pattern of counselling demand and overseas evidence, the Commission concluded that there was 'sufficient evidence from many different sources to suggest a significant connection between greater accessibility to gambling – particularly to gaming machines – and the greater prevalence of problem gambling' (1999:8.31).

Other studies conducted into the relationship between access to gambling and problem gambling suggest that isolating the impact of accessibility is necessarily difficult and that related research is unlikely to be fully conclusive (Abbott, 2006; Shaffer and Hall, 2002). This is because accessibility to gambling accompanies a range of other factors that may influence the development and maintenance of gambling problems and thus, availability may only be 'the starting point for all people who develop gambling problems' (Abbott and Clarke, 2007:127). These other factors may include the characteristics and behaviours of the gamblers, the availability and effectiveness of

help services for gambling problems, industry behaviour, government policies, venue features, game features, and consumer information (Productivity Commission, 1999; Tse, Abbott, Clarke, Townsend, Kingi and Manaia, 2005), in addition to changing public attitudes and globalisation (Abbott, Volberg, Bellringer and Reith, 2004; Tse et al., 2005).

For Blaszczynski and Nower (2002), accessibility and availability are the ‘ecological factors’ that reflect the regulatory conditions, policy environment and social acceptability of gambling. In their ‘pathways model’, accessibility is also the starting point upon which the conditioning effects of participation, individual vulnerabilities, and the pattern of habitual gambling mediate to determine whether gamblers engage in problematic behaviours, such as chasing losses and losing more than expected (Blaszczynski and Nower, 2002).

The mental disorder view of problem gambling has led to comparisons with other problematic health behaviours. In particular, the agent-host-environment view that describes the interchange between exposure to harmful substances, individual attributes and experiences, and the physical, social and cultural setting is popular and seeks to account for the multiple influences on prevalence (Abbott, 2006). Abbot (2006:10) uses this paradigm to exemplify his conviction that ‘availability or exposure theory was over-simplistic and misleading.’ Conceptualising access as dose or exposure (Abbott, 2006, 2007; Perese, Bellringer and Abbott, 2005; Productivity Commission, 1999; Tse et al., 2005) is common in the literature, although this relationship is nuanced. As Marshall (2005:69) notes, as ‘accessibility to gambling opportunities increases, exposure to the products increases and the likelihood of engagement with gambling would accordingly increase’.

Understanding the level of exposure at which gambling transitions from beneficial to risky behaviour has the potential to frame public policy (Shaffer, 2005). Recent work has sought to quantify the elements of exposure at the regional level, by modelling dose, potency and duration to establish a regional index of gambling exposure, or ‘RIGE’ (Shaffer, LaBrie and LaPlante, 2004b). In this model, components of ‘dose’ include the number of gambling establishments and the total number of people employed in gambling; measures of potency include the types of gambling available in the region; and duration is the time, measured in years, that gambling has been legalised in the region. The researchers found that exposure, as a composite of these measures, has a positive association with problem gambling prevalence rates in each of the eight Nevada, U.S. counties studied, although they counter that, where the duration of exposure was more than 10 years, the population seemed to develop some resistance (Shaffer et al., 2004b). Furthermore, Nevada has less incidences of problem gambling than other, ‘less exposed’ states (Shaffer, 2005). Other components of gambling exposure identified by Shaffer et al. (2004b) that were not modelled include those related to individual access to gambling, being interpersonal, societal, civic and occupational factors. This evidence serves to further highlight the multi-dimensionality of the relationship between access to gambling and problem gambling, and highlights potentially differing factors involved in determining individual accessibility to gambling, compared to population-level accessibility.

Assessing and addressing gambling problems on a population level is an approach favoured in many jurisdictions (Korn, Gibbins and Azmier, 2003; Korn and Schaffer, 1999; Volberg, 1994). This task is made complex by the variability in access to gambling experienced by individuals and the multi-dimensionality of this construct. The Productivity Commission (1999) framework of gambling accessibility identifies numerous dimensions, comprising the number of opportunities to gamble, the spatial distribution of venues, the number of venues, gambling opportunities per venue, opening hours of venues, conditions of entry to venues, ease of use of different gambling products, financial accessibility of gambling including initial outlay, and social accessibility of gambling venues and products. Thus, research into the link between access to gambling and gambling problems is complicated by the need to either isolate the influence of individual dimensions of accessibility or accommodate the likelihood that they have a combined influence.

Similarly, in policy terms, a single measure to control accessibility may have little positive effect, if other dimensions of accessibility remain high.

2.4 DIMENSIONS OF ACCESSIBILITY TO GAMBLING

This section now discusses research into various dimensions of accessibility to gambling, loosely arranged around each of categories identified by the Productivity Commission (1999).

2.4.1 Geographical Opportunities to Gamble

The generic components of geographical accessibility have been well described by Kwan, Murray, O' Kelly and Tiefelsdorf (2003). Accessibility, they argue, can be represented as either locational (place-based) or individual (Kwan et al., 2003). Space and time strongly influence the access that people have to activities or services and thus these dimensions can be used to evaluate constraints on accessibility (Marshall, 2005). Separating the locations of supply from the locations of demand, and accurately scaling the representations of these points (for example, in several dimensions rather than linearly, as facilitated by GIS techniques) enhances studies of geographic accessibility and should guide ensuing research methodologies and their application (Kwan et al., 2003). Kwan et al. (2003) also debunk the accessibility research assumption that users travel to their closest location to engage in their activity of choice, and further concede that individual locational preferences may change over time. Several of the studies discussed in the next part of this review that have utilised individual representations of geographical accessibility (Marshall and Baker, 2002; McMillen, Marshall and Murphy, 2004) or place-based methods (Marshall, McMillen, Niemeyer and Doran, 2004; Marshall and Baker, 1999) for evaluating various dimension of gambling access acknowledge, but do not wholly address, these problems.

Delfabbro and Le Couteur's (2006) definition of locational characteristics concurs strongly with the geographical elements of accessibility. They argue that the location of the gambling activity, for example at home via the internet or telephone, or in a casino or club, is influenced by social context, atmosphere and the broader environment (Delfabbro and Le Couteur, 2006). This concurs with the sociological, community level approach advocated by Preston and Bernhard (2004) to evaluate the impact on problem gambling of factors such as the general social acceptance of gambling, size of the local industry, and community stigmas associated with gambling behaviour and the industry. Acknowledgement of these factors further highlights the complexity of influences on access to gambling (Delfabbro and Le Couteur, 2006; Preston and Bernhard, 2004).

Although the Productivity Commission identified nine distinct factors related to accessibility (1999), Abbott (2007) has identified similarities in several of these that relate to geographic proximity: the number of venues, the number of opportunities to gamble per venue (e.g. number of machines), and the location of those venues (relative to the gambler's place of work/residence). Delfabbro and Le Couteur (2006) loosely refer to these dimensions as 'geographical opportunities'.

2.4.2 Machine Numbers

Despite the findings of the Productivity Commission (1999) that gaming machine numbers *per se* are not an adequate measure of accessibility – the spatial distribution of those numbers needs to be reckoned along with contextual factors – it was able to link per capita gambling expenditure, often used as a marker of problem gambling potential, to gaming machine numbers. This relationship was subsequently discounted for gaming machines in Queensland by the Queensland Office of Gaming Regulation (QOGR) (2003), who claim the second highest number of machines nationally, but third in share of expenditure, fourth in income spent on gambling and fifth in per

capita expenditure. The regulatory environment, individual characteristics and spatial distribution in Queensland are cited as additional factors, other than access as measured by number of machines, complicit in the per capita expenditure data (Queensland Office of Gaming Regulation, 2003).

More compelling evidence is found at the local or regional level, where several studies have focused on aggregate gaming machine numbers and compared these to problem gambling prevalence rates, with varying results. For example, in a Saskatchewan study utilising key informant opinions, restrictions on the number of machines per venue and the concentration of machines in fewer venues were strongly supported by respondents as measures most able to reduce the risk of problem gambling (Responsible Gaming Council, 2006). However, this study was based on respondents' opinions, rather than actual measures of gambling behaviour.

In South Australia, deliberations about how to effectively impose regional caps on gaming machine numbers or reduce those numbers while increasing access to counselling and returning a higher proportion of taxes to regional areas, has been the focus of discussion (O'Neil and Whetton, 2002). The later *Inquiry into the Management of Gaming Machine Numbers* (O'Neil and Whetton, 2004) continued to discuss the options available to effectively decrease the number of gaming machines per venue and redistribute the remaining machines equitably between metropolitan and non-metropolitan areas of the state, supporting the Independent Gambling Authority's (2004) position of a causal relationship between the accessibility of gaming machines, gambling expenditure and problem gambling. As a result, machine numbers were reduced by 2168 machines and the effects of this reduction evaluated (Harrison Market Research and University of Adelaide, 2006). Little support for the effectiveness of this strategy in reducing problem gambling was found, based on self reports from problem gamblers, although the rate of growth of EGM expenditure was slowed (Harrison Market Research and University of Adelaide, 2006).

The NSW state-wide cap on gaming machine numbers and individual venue level caps have also been recently reviewed (Minister for Gaming and Racing, 2007). Several submissions to the review supported further restrictions, including regional or local caps, while another asked for the hotel-level cap to be increased. Changes to any of the existing provisions were ruled out, while the minister acknowledged the effectiveness of state-wide caps in reducing harm (Minister for Gaming and Racing, 2007). However, no evidence was provided in the review document to support this statement.

In Victoria, caps on machine numbers at the local government level were used as a mechanism for reducing the harm caused by gambling, with a focus on reducing machine numbers in socio-economically marginal areas, although some concerns were raised about the arbitrary nature of the reductions (Australian Institute for Primary Care, 2001). The *Study of the Impacts of Caps on Electronic Gaming Machines* (The South Australian Centre for Economic Studies, 2005) assessed the impacts of this policy in five regions of Victoria, in order to determine its effectiveness in reducing risks to the community associated with EGM gambling. It concluded, perhaps unsurprisingly given the earlier criticisms, that the regional caps on EGM numbers had no real impact on accessibility to gambling opportunities. More specifically, it found: little evidence that the caps reduced the level of gambling expenditure at specific venues in the regions affected; no significant evidence that by year three of the cap reduction program that venues from which EGMs were removed experienced larger declines than EGM revenues in other capped regions; no support that the caps caused a reduction in EGM expenditure that was significant for Victoria as a whole; no evidence that the caps displaced gaming expenditure in the leakage regions; and no evidence that the regional cap policy had any positive influence on problem gamblers attending counselling, on problem gambling counselling rates or on other forms of help-seeking behaviour.

In contrast, several positive effects have occurred since the recent 30 per cent reduction in gaming machine numbers in Nova Scotia province, Canada (Corporate Research, 2006) although the different environmental and social context should be acknowledged. Eleven per cent of surveyed players decreased the amount of time they spent playing and 12 per cent of players decreased the amount spent as a result of the reduction in machine numbers, with current problem gamblers most affected by these changes (Corporate Research, 2006).

In analysing the Productivity Commission (1999) prevalence survey results against number of machines per 1000 adults, Volberg and Abbott found support for the assertion that low machine numbers tend to lower problem gambling prevalence rates, with one anomaly: the concentration of relatively low numbers of machines in areas where the risk of developing problems and intensity of use is high in Victoria (Volberg and Abbott, 2005a). Thus, the authors speculated that the relationship between machine numbers and gambling problems is not linear, and that 'somewhere between seven and ten machines (per 1000 adults) the relationship breaks down' (Volberg and Abbott, 2005a:10). Shaffer LaBrie, Nelson and Stanton (2004a) have also remarked upon this non-linear relationship in their overview of exposure effects. Consequently, they proposed that the gambling problems of newly exposed populations recede over time through a process of adaptation (Shaffer et al., 2004a). Abbott (2006) also argues that the findings from many US prevalence studies (Volberg, 2002; Welte, Barnes, Wieczorek, Tidwell and Parker, 2002) support adaptation theory and demonstrate inconsistency in their support for exposure theory.

2.4.3 Machine Density

The Productivity Commission (1999) found evidence of a statistically significant relationship between the number of machines per adult and problem gambling rates, concluding that this supports the link between accessibility and problem gambling in jurisdictions where supply and demand are relatively unconstrained (Productivity Commission, 1999).

Recent evidence of these relationships comes from several local sources. In various analyses of socio-spatial densities of gaming machines in metropolitan Adelaide, Melbourne and Sydney (Marshall, 1999; Marshall and Baker, 1999, 2002) and in the NSW regional Tweed-Richmond area (Marshall, 2005), high concentrations of machines with high expenditures were found in lower socio-economic areas, although the authors were unable to discern which factors had a stronger influence. Legislative, historical and cultural influences were perceived as contributing factors. In an examination of machine density in three Victorian local government areas, McMillen and Doran (2006) provide evidence of machine concentrations in areas of socio-economic disadvantage, and note that people from this disadvantaged group are most at risk of developing gambling problems (McMillen and Doran, 2006). The researchers were not, however, able to prove a direct relationship between machine density, player expenditure and socio-economic disadvantage in each geographic area, although this relationship was present and clear in one instance. They advocate for data concerning who the gamblers are – local or tourist, for example – to improve the depth and accuracy of analysis, and for examination to take place on a small spatial scale (McMillen and Doran, 2006).

Two Victorian studies have examined density from different perspectives. *The Changing Electronic Gaming Machine Industry and Technology* (Australian Institute for Primary Care [AIPC] 2004) found that current EGM consumption patterns correlated closely with measures of socio-economic disadvantage, with disadvantaged areas much more likely to have high densities of EGMs and to spend more money on EGM play. Thus, high machine density was strongly correlated with high per capita consumption. Many other studies corroborate, to varying degrees, this finding (Marshall et al., 2004; McMillen and Doran, 2006).

A later Victorian report, *Community Impacts of Electronic Gaming Machine Gambling* (Department of Justice, 2005a), compared several Victorian regions with similar areas in Western Australia, where there are no EGMs outside Burswood Casino. It reported that: the Victorian prevalence rates of problem gambling were three times that of Western Australia; more clients in Victoria attended financial counselling with gambling problems; EGM play is the source of these problems; and EGM play has resulted in increased numbers of females attending counselling. It also found that gambling expenditure, its growth, and its proportion of household disposable income were very much higher in Victoria than in Western Australia, and that there is a clear relationship between gambling expenditure and problem gambling. The authors called for further research to determine whether gambling-related harm is caused more by the number of machines per venue or the convenience of where machines are available. They were of the view that limiting the number of 'destination centres' would contribute significantly to harm minimisation in gambling. This assertion is currently subject to review in Victoria (Department of Justice, 2007).

Similar effects have been measured internationally. In acknowledgement of higher problem gambling prevalence rates among Canadian non-casino EGM players, Ladouceur, Jacques, Sevigny and Cantionotti (2005) tested the geographic availability of non-casino machines, with a view to determining whether concentrating machines in fewer venues could reduce problem gambling prevalence rates. Problem gamblers indicated a preference for this restriction, perceiving that this would help them to control their gambling, although infrequent and at-risk gamblers were undecided (Ladouceur et al., 2005). The quantitative and experimental second stage of this project confirmed this finding, with 77 per cent of respondents agreeing that concentrating machines would 'better control the negative effects associated with EGM(s)...' (Ladouceur et al., 2005:148). The authors cite several additional benefits of this approach to reducing gambling frequency and excesses, including a reduction in geographic proximity (see below), reduced exposure of non-gamblers and an ability to better manage self-exclusion programs (Ladouceur et al., 2005).

An earlier North American study examined the connection between the availability of gambling activities, participation in gambling, amount of money lost and problem gambling rates over a seven year period (Ladouceur, Jacques, Ferland and Giroux, 1999). During this time the number of machines increased from none to more than 14,000, while the proportion of people who gambled, and the proportion of those people who experienced gambling problems, increased significantly as well (Ladouceur et al., 1999). While these results seem to counter the arguments presented elsewhere, the researchers do acknowledge that several methodological limitations hindered conclusion of a causal relationship.

A socio-spatial analysis of the availability of machines in the city of Montreal, Canada was conducted to discover whether the socio-economic characteristics of urban areas influence youth gambling (Gilliland, 2003). By plotting the location of secondary schools and gaming machine venues and overlaying land use areas (e.g. commercial), the researchers were able to calculate a measure of exposure that showed concentrations of machines around the schools (Gilliland, 2003). While interesting, the analysis did not reveal whether opportunity equalled participation; that is, whether school students were playing those machines, although evidence of high gambling participation of minors was cited (Gilliland, 2003). Evidence from New Zealand also confirms the trend toward higher machine densities in lower socio-economic areas, citing high participation by residents of these areas (Clarke, Tse, Abbott, Townsend, Kingi and Manaia, 2006).

2.4.4 Proximity

Several studies provide evidence around distance travelled or proximity to a gambling venue (Adams, Sulliivan, Horton and Menna, 2007; Chhabra, 2007; Hinch and Walker, 2005; Perese et al., 2005; Shaffer et al., 2004b; Walker and Hinch, 2006). However, it should be noted that the adequacy of proximity as a measure of accessibility has been questioned (Donato, 2003). In their

consideration of earlier evidence from North American studies linking casino gambling, proximity and problem gambling prevalence rates, the Productivity Commission (1999) concluded that support for this link was 'tenuous'. Marshall (2005) also advocates caution: the methods employed for many of these studies use aggregate data and do not adequately address the issue of expenditure by persons living outside the geographic areas under investigation. Nonetheless, he found compelling evidence to suggest a causal association.

In Victoria, it has been found that 50 per cent of gamblers, when asked the location of the last gambling venue they visited, had not travelled more than five kilometres (Centre for Gambling Research, 2004a). In Tuggeranong in the ACT, spatial analysis found that, where patrons lived locally to a venue, their expenditure was likely to be higher than for those patrons who travelled more widely to gamble (Marshall et al., 2004). Overseas, a US national telephone survey found a positive link between proximity to a casino (less than 10 miles) and problem gambling prevalence rates (Welte, Wieczorek, Barnes, Tidwell and Hoffman, 2004), while a US qualitative impact study of the community effects of a casino with more than 500 machines opening within 50 miles, found that seven of the nine communities had experienced increases in the number of regular gamblers experiencing problems (Toce, Hoffman, Bouten, Larison and Gerstein, 1999).

Several studies have also been conducted in Canada involving distance travelled to gamble. For example, using distance travelled as a measure of gambling behaviour and factoring in the effect of ethnicity and marginality (as measured by income and education), Chhabra (2007) found that Canadians from lower income brackets travel more to gamble at a casino but spend less on the trip than do those with higher incomes. Hinch and Walker (2005) examined Canadian casino patrons on the basis of whether they travel to the destination (are tourists) or are locals, finding that casino tourists are attracted to the social opportunities present in the activity, while those who scored high on risk-taking motivation were more likely to be locals or the small portion of casino tourists for whom visiting the casino was the primary motivation (7 per cent). Further evidence from two Canadian studies supports a significant increase in problem gambling prevalence rates after the opening of a casino (Jacques, Ladouceur and Ferland, 2000; Room, Turner and Ialomiteanu, 1999). However, a similar but longitudinal study in a third location found that the increase in that population's problems were not sustained beyond the first year (Jacques and Ladouceur, 2006). Similar resistance effects have been documented elsewhere after ten years of exposure to commercial gambling (Shaffer et al., 2004b).

In their examination of spatial variance in problem gambling prevalence in Ontario, Canada, Rush, Veldhuizen and Adlaf (2007) mapped exposure to gambling opportunities and accessibility of treatment against problem gambling prevalence rates. Their model also had inputs for proximity and opening hours (expressed as days open) of venues and proximity of gambling treatment providers (Rush et al., 2007). The authors found that '...problem gambling appears to be modestly but significantly associated with proximity to casinos and racetracks with slot facilities' and that '...these forms of gambling might constitute an independent risk factor for problem gambling (Rush et al., 2007:205).

These studies cited above provide some support for a link between the number of opportunities to gamble in a geographical area and gambling expenditure. Overall, they also support a link between the number of opportunities to gamble per venue and gambling expenditure, with a relationship evident between venue size (measured by EGM numbers) and average consumption per EGM.

2.4.5 Social Accessibility

The Productivity Commission interpreted social accessibility to gambling as 'the sense in which a venue provides a non-threatening and attractive environment to groups who might otherwise feel

excluded' (1999:8.6). Some of these groups are considered below in terms of research linking them to accessibility to gambling.

Females

While the historical basis for the acceptability of many forms of gambling in Australia is often explicitly accepted (Australian Institute for Gambling Research, 1999), the growing accessibility of gaming machines and attractiveness of clubs and casinos has increased the acceptability of participation by women (Abbott, 2001; Delfabbro and Le Couteur, 2006), leading to a feminisation of gambling (Brown and Coventry, 1997; Productivity Commission, 1999; Trevorrow and Moore, 1998; Volberg, 2003; Volberg, 2000). Female participation in lottery and casino gambling is now equal to that of men ((Brown and Coventry, 1997; Delfabbro, 2000; Potenza, Maciejewski and Mazure, 2006; Volberg, 2000) and, while males still gamble at more problematic levels than women (ACNielsen, 2007; Perese et al., 2005), the increasing incidence of women seeking help for problem gambling evidences the link between access to gambling and problem gambling prevalence (Productivity Commission, 1999). This trend is mirrored internationally. In New Zealand, for example, Maori women are the fastest growing group of help-seeking problem gamblers (Clarke et al., 2006).

Ethnic groups

Social accessibility to different forms of gambling also appears important to many recently migrated Asian community members, who may gamble in response to the difficulties associated with the migrant experience (Abbott, 2001; Kim and Wong, 2005). Other aspects of social accessibility and acceptability potentially unique to some Asian gamblers include gambling to bring luck, to be perceived as lucky by your peers, and to be present in the relatively opulent casino environment (Tanasornnarong, Jackson and Thomas, 2004). Certainly, an over-representation of some Asian groups amongst casino patrons is evident, but no studies have explicitly examined the role of social accessibility in this. The Productivity Commission (1999:8.7) also commented that, in the Northern Territory in Australia, the casinos are a non-threatening and attractive environment for Aboriginal and Torres Strait Islanders, who are tacitly said to be discouraged from gambling in clubs and hotels.

Family and peer effects

A further feature of social accessibility is the endorsement – tacit or explicit – given to gambling activity by family and peers. Several clinical studies have provided strong support linking family involvement in gambling to problem gambling (Abbott, Cramer and Sherrets, 1995; Au, 2005; Australian Council of Social Services, 1997). The peer influence may be additionally influential in young people's gambling (Delfabbro, Lahn and Grabosky, 2005; Tanasornnarong et al., 2004; The South Australian Centre for Economic Studies, 2003c), with accessibility regarded as an influencing factor for this population by some researchers (Gilliland, 2003), yet discounted by others (Abbott, 2006; Shaffer et al., 2004a; Volberg, 2002).

Smokers

The *Study of the Impacts of Caps on Electronic Gaming Machines* (The South Australian Centre for Economic Studies, 2005) reported on the impact of the smoking ban in restricted gaming areas in Victoria, introduced in September 2002. While not an obvious dimension of accessibility, a smoking ban can reduce the social accessibility of gambling for smokers in that it reduces their comfort level in gaming areas, while increasing this for non-smokers. It also reduces the length of

time that smokers can comfortably gamble, thus affecting their use and expenditure. The study concluded that this ban had significantly reduced gaming expenditure in the regions examined by up to 19 per cent (The South Australian Centre for Economic Studies, 2005). However, no link was established between this limit on accessibility and problem gambling. Similarly, the *Evaluation of Electronic Gaming Machines Harm Minimisation Measures* in Victoria (Department of Justice, 2005b) also noted the initial reduction in gambling expenditures following the smoking ban and speculated that this came from those who were highly dependent on cigarettes and who were also problem gamblers. Evidence for this view is also equivocal.

2.4.6 Opening Hours

Many jurisdictions have attempted to minimise harm to gamblers through the imposition of restrictions on the hours of gaming machine operation. In many cases, these are aligned to the liquor licensing conditions. The Victorian *Evaluation of Electronic Gaming Machines Harm Minimisation Measures* (Department of Justice, 2005b) reported the ‘views and perceptions’ of gaming machine players and venue managers. A majority of both groups agreed that shutdown periods are possibly effective strategies in assisting problem gamblers. However, consistent with the NSW *Evaluation of the Impact of the Three Hour Shutdown of Gaming Machines* (ACNielsen and Australian Centre for Gambling Research, 2003), this evidence is inconclusive and further research into the most effective time for the shutdown was considered necessary (Department of Justice, 2005b). Anecdotal evidence of players moving to the casino when the shutdown came into effect was also provided to the Victorian report’s authors (Department of Justice, 2005b).

The *Study of the Impacts of Caps on Electronic Gaming Machines* (Victorian Department of Justice, 2005) reported on the impact of the staggered cessation of 24 hour gaming in licensed venues in Victoria. It concluded that the ensuing fall in gaming expenditure in the venues examined which had initiated a shutdown period was collectively about 3.3 per cent. However, the research did not investigate whether this reduction in gaming expenditure was due to reduced expenditure by problem gamblers or those at risk, and so a link between opening hours for gambling venues and gambling problems was not established.

Other jurisdictions have also implemented machine shutdowns as part of their responsible gambling policies (Australian Gaming Council, 2007). The *Gaming Machines Act 2001 NSW* obligated machine shutdowns in NSW venues for three hours per day. After 1 May 2003, this was extended to six hours. The *Evaluation of the Impact of the Three Hour Shutdown of Gaming Machines* concluded that the three hour shutdown had little effect on recreational gamblers, as most did not play gaming machines during the most common shutdown hours of 6am to 9am (ACNielsen and Australian Centre for Gambling Research, 2003). Of the ten problem gamblers interviewed, most frequented clubs, although ‘a couple would mostly play in hotels and would go to numerous venues depending on where they were working’ (ACNielsen and Australian Centre for Gambling Research, 2003:47). Venue opening hours did affect the frequency and duration of play for some of these problem gamblers; for example one hospitality worker recounted gambling after their shift, while another recounted long gambling sessions that extended into the early morning hours (ACNielsen and Australian Centre for Gambling Research, 2003). One gambler noted that when a venue closed, they would ‘go down to the club down the road which was a 24 hour type thing and keep playing’ (ACNielsen and Australian Centre for Gambling Research, 2003). It is unclear, however, how prevalent this gambling behaviour was amongst the sample of ten problem gamblers interviewed (ACNielsen and Australian Centre for Gambling Research, 2003). Three-quarters of the venues managers consulted for this study thought the shutdown had had a negative effect on their business, with reports of loss of revenue, loss of gamblers and loss of staff the most frequently cited by the ten managers who participated in a face to face interview (ACNielsen and Australian Centre for Gambling Research, 2003). A review of the more recent six hour shutdown in NSW is currently underway.

ACT venues must shutdown their machines for three hours each day (McMillen and Pitt, 2005). In reviewing the effectiveness of this measure in reducing harm to gamblers in the ACT, McMillen and Pitt (2005) found little support from club managers, in the face of a 3-10 per cent reduction in gaming machine turnover since the introduction of the shutdown. These managers reported that recreational gamblers were disadvantaged by the shutdown, although this view was not corroborated by the majority of recreational gamblers themselves (McMillen and Pitt, 2005). A few problem gamblers interviewed for this study offered cautious support for the break in play induced by this measure (McMillen and Pitt, 2005).

Results from Nova Scotia province, Canada, provide positive evidence of the potential effectiveness of extended machine shutdowns on problem gambling (Corporate Research, 2006). Citing research that showed that ‘a disproportionate number of problem gamblers played VLTs between midnight and closing’ (Corporate Research, 2006:2). Nova Scotia province moved the shutdown time forward to midnight with the effect that problem gamblers reduced their spending by \$75 per week and moderate risk gamblers by \$140 per week. The effect of this change on time played was not reported.

2.4.7 Conditions of Entry

Access to gambling can also be restricted by imposing conditions on entry. The most common example of this is contained in legislation which requires that gamblers be over the age of 18 years. Other restrictions that may be applied include prohibitions on locals gambling, entrance fees, and identification requirements. For example, the Holland Casino in Amsterdam requires payment for entry, and a valid passport or similar identification must be produced (Casino City, 2008). Other international jurisdictions require that 24 hours notice of intent to gamble be given (Błaszczynski, 1988 cited in Productivity Commission, 1999). In Australia, clubs require that gamblers be members or are signed in as guests of members, or are visitors from outside the immediate local area, and restrictions on acceptable attire are also widely applied (Hing, Breen and Weeks, 2002).

Exclusion from selected gaming venues is another method useful for restricting entry. In assessing the self-exclusion regime in Victoria and summarising their operation Australia-wide, the *Evaluation of Self Exclusion Programs* documented several inherent weaknesses and a general failure of self-exclusion programs to be effective (The South Australian Centre for Economic Studies, 2003a). For Victoria, they noted that ‘the limited data available on self-exclusion is input not outcomes based’ and so ‘it is not possible to comment meaningfully on compliance by venues, rates of detection or notification rates and hence the effectiveness of exclusion as a protective measure’ (The South Australian Centre for Economic Studies, 2003b:12). Furthermore, the Victorian venues surveyed considered that the self-exclusion program had had little or no effect on problem gambling. Weaknesses included that photographs were an inadequate means by which to identify people, that this problem would compound as the number of exclusions increased, that there was a lack of training and support for venue staff in how to administer the program, identify problem gamblers, and report breaches, and that there is a ‘conflict of interest where enforcing self-exclusion may impact directly on operator income’ (The South Australian Centre for Economic Studies, 2003b:12). Indirectly, the report suggests that this condition of entry can be circumvented.

Equally, evidence from other jurisdictions highlights the fallibility of many conditions of entry when it comes to protecting vulnerable groups such as minors. A study in Auckland, New Zealand found high levels of adolescent gambling, with 10 per cent of surveyed teenagers having played poker machines, and high rates of problem gambling amongst this population (Sullivan, 2001), despite it being illegal for minors to gamble. More generally, the International Centre for Youth Gambling and High Risk Behaviors (2007) notes that ‘prevalence studies conducted in the United

States, Canada, New Zealand, Europe, and Australia have noted rising prevalence rates of youth involvement in both legal and illegal forms of gambling’.

2.4.8 Ease of Use

This dimension refers to the level of skill required to play a game, with gaming machines requiring far less skill, compared to blackjack or betting on the races (Productivity Commission, 1999). The level of skill required to gamble on an activity in turn influences its accessibility. For example, several authors have identified that male adolescent interest in skill-based games increases their access to these types of gambling activities in early adulthood and they have linked this early interest with high adolescent problem gambling prevalence rates (Delfabbro and Le Couteur, 2006; Shaffer, Hall and Vander Bilt, 1997). While accessibility to gambling is influenced by the ‘match’ between the user’s skills and those required to participate in certain forms of gambling, ease of use of some types of gambling has also been heightened by the introduction of new technologies.

New technologies

Delfabbro and Le Couteur (2006) remark that technology has transformed the ease with which traditional forms of gambling - such as racing and sportsbetting - can be accessed. For example, while the telephone is not a new technology, its application to wagering makes gambling in this manner ‘the most spatially accessible’ (Productivity Commission, 1999:8.4). Technology facilitates access to gambling by increasing opportunities to gamble which, in turn, may increase the number of problem gamblers (Griffiths, 1999; Volberg, 2000). This potentially increased event frequency is particularly evident on gaming machines, where there are few constraints on the speed of play (Griffiths, 1999), although other forms of gambling, including lotteries, keno and bingo games, are also increasingly able to be played repeatedly as a consequence of the application of technology (Volberg, 2000).

The phenomenal growth of access to the internet has been matched by growth in internet gambling participation, which is widely available and easily accessible to anyone with an internet connection or other communications device and the means to electronically transfer money (Wood and Williams, 2007). In Australia, however, the *Interactive Gambling Act 2001 C’t* has sought to curtail access to online casino gaming. Globally, however, internet gambling’s rapid growth is undisputed, although market estimates vary. Since the first online gambling site opened in 1995, 465 companies now operate around 2,500 sites globally, with site numbers more than doubling in the last five years alone (Wood and Williams, 2007). Revenues (after payments to players) have grown from under \$1bn in 1998 to over US\$12bn in 2005, and are predicted to reach over US\$20bn by 2008 (Christiansen Capital Advisors, 2005). In Australia, 26 wagering and lotteries sites operate, but only one company, Lasseters, is licensed to provide an online casino service, and only to non-residents of Australia (Casino City, 2008).

The association of internet gambling with problem gambling has strong evidence, with one international study finding 43 per cent of internet gamblers had severe or moderate gambling problems (Wood and Williams, 2007), while an Australian survey found that problem gambling was four times higher amongst internet gamblers than non-internet gamblers (The Allen Consulting Group, 2003). When easy accessibility leads to frequent gambling, and the immersive qualities of online gambling lead to long gambling sessions, large gambling losses can result and the potential for gambling problems appears serious (Griffiths, Wood and Parke, 2006), especially in the absence of responsible gambling features.

Other technologies that have received much attention in recent reviews of gambling harm minimisation measures that have the potential to influence accessibility to gambling include access

to cash via ATMs (Department of Justice, 2007; Independent Pricing and Regulatory Tribunal, 2004; KPMG Consulting, 2002) and cashless payment technologies (Independent Pricing and Regulatory Tribunal, 2004; Perese et al., 2005). Recent legislative amendments in Victoria have restricted daily ATM withdrawal limits (Department of Justice, 2007). Specifically, the *Gambling Legislation Amendment (Problem Gambling and Other Measures) Act 2007* states the following:

13 Section 3.5.32A

(2) A venue operator must not provide, or allow another person to provide, an automatic teller machine in any other part of an approved venue (other than an approved venue that is on a race-course), if the automatic teller machine allows a person to withdraw, on any one debit or credit card, an amount of cash exceeding \$400 in total in a period of 24 hours. Penalty: 60 penalty units.

(3) If an approved venue is on a race-course, a venue operator must not provide, or allow another person to provide, an automatic teller machine within 50 metres of an entrance to a gaming machine area in the approved venue, if the automatic teller machine allows a person to withdraw, on any one debit or credit card, an amount of cash exceeding \$400 in total in a period of 24 hours. Penalty: 60 penalty units.

(4) This section does not apply to a venue operator who is a casino operator.

58 Section 81AAA inserted

After section 81AA of the Casino Control Act 1991 insert-

“81AAA Limited placement of automatic teller machines and amount that can be withdrawn in a 24 hour period

A casino operator must not provide, or allow another person to provide, in the casino or within 50 metres of any entrance to the casino, an automatic teller machine, if the automatic teller machine allows a person to withdraw, on any one debit or credit card, an amount of cash exceeding \$400 in total in a period of 24 hours. Penalty: 60 penalty units”.

Similarly, denomination controls, particularly restrictions on note acceptors, were discussed by the Productivity Commission (1999) for their ability to minimise expenditure which has been tied to lower problem gambling prevalence rates. In NSW, notes have been accepted for payment since 1994, despite evidence linking faster rates of play and the development of gambling problems with this innovation (Delfabbro and Le Couteur, 2003; Independent Pricing and Regulatory Tribunal, 2004). Note acceptors, it has been claimed, led to a doubling of machine turnover in NSW (Face, 2002).

2.4.9 Initial Outlay

The Productivity Commission (1999:8.6) notes that low outlay games are clearly more accessible to people on low incomes. EGMs typically have a low initial cost – as little as 1c per game, although \$1 may be the minimum amount which can be inserted into a machine – while table games have a much higher initial cost. The low cost of gaming machines makes this form of gambling particularly appealing to people on low incomes (Productivity Commission, 1999).

However, while the ability to pay the initial outlay needed to gamble affects overall accessibility to gambling, the link between access to gambling and its overall affordability is less clear. For example, population studies typically indicate that participation in gambling by lower socio-economic groups is higher than that for more affluent socio-economic groups. As such, the

attraction of a chance of winning at gambling may negate considerations of affordability for some people.

2.4.10 Summary

The preceding review of recent literature indicates some evidence of a link between certain dimensions of accessibility to gambling and gambling behaviour and problem gambling. However, the research results are largely inconclusive, being hampered by the difficulties of isolating from other factors the influence of accessibility on the development and maintenance of gambling problems and of separating out the influence of different dimensions of accessibility. Thus, further research is needed before definitive conclusions can be drawn. The current study of gambling by gaming venue staff will add to this research base by capitalising on a natural experiment amongst three groups of people with different levels of access to gambling – gaming venue staff who are allowed to gamble in their workplace, those who are not allowed to gamble in their workplace, and the general population of Victoria. The discussion below now reviews research conducted into gambling by gaming venue employees.

2.5 GAMBLING BY GAMING VENUE EMPLOYEES

Very little research has been conducted into the gambling behaviour of gaming venue employees, yet their high exposure and ready accessibility to gambling suggest they would be an at-risk group for gambling problems. This theory, that occupation within the gambling industry is a dimension of exposure (Shaffer et al., 2004b), is supported by a small number of empirical studies conducted overseas and within Australia.

2.5.1 Overseas Studies

The few overseas studies which have been conducted have found higher rates of problem gambling amongst gaming venue employees than in the general population, although several interesting variations are evident within these estimates:

- Collachi and Taber (1987) asked 34 employees from three large casinos in Reno about their frequency of gambling, gambling habits, opinions of others who gamble, and gambling itself. Although many of their findings were consistent with problem gambling (e.g. borrowing money between paydays), no consistent, quantifiable instrument was used to measure no-risk, low-risk, medium-risk or problem gambling.
- Shaffer, Vander Bilt and Hall (1999) examined the prevalence of pathological gambling, drinking, smoking and other health risk behaviours amongst casino employees. A sample of 3,841 full-time casino employees from four sites of one casino was surveyed. The study found that the casino employees had a higher prevalence of past-year level 3 (pathological) gambling (2.1 per cent), but a lower prevalence of level 2 (problem) gambling (1.4 per cent), than the general adult population, when measured on the South Oaks Gambling Screen. In addition, employees had a higher prevalence of smoking, alcohol problems and depression than the general adult population. Although not specified in their report, it is presumed that this study was conducted in the US.
- In an apparent extension of this work, a longitudinal study that re-tested a sample of 1,176 employees at three intervals over 12 months found that some respondents demonstrated an ability to reduce their gambling problems (Shaffer and Hall, 2002), lending support to adaptation theory (Abbott, 2006).

- Duquette (2000) surveyed 271 employees of one hotel/casino in Las Vegas, also using the South Oaks Gambling Screen. The rate of pathological gambling amongst these employees was found to be 20.3 per cent, compared to 1.14 per cent for the general adult population.
- Wu and Wong (2007) examined psychological impacts on the disordered gambling of Chinese casino employees in Macao. In finding a problem gambling prevalence rate of 7 per cent (10 or more on the SOGS) amongst the 119 dealers surveyed, the researchers hypothesised that job related stress, induced by lack of job meaningfulness and job monotony, were the key contributors to these gambling problems. While evidence supporting these relationships was found, the link between accessibility and problem gambling was neither supported nor refuted by the study's authors. What was emphasised, however, are the difficulties associated with identifying causality between these variables (Wu and Wong, 2007).

2.5.2 Australian Studies

The current study represents the third Australian study relating to gambling by gaming venue staff, all conducted by the Centre for Gambling Education and Research at Southern Cross University. The two other studies were conducted in Queensland, with the results of only the first published at the time of writing (Hing and Breen, 2005, 2006a, 2006b, 2007, 2008a, 2008b, in press). This section discusses key findings from that research and the relevance of these when considering accessibility of venue staff to gambling.

The study in question was a mainly qualitative research project examining the gambling behaviour of Queensland gaming venue employees and how aspects of their workplace might influence that behaviour. It also examined how gaming venues might provide a work environment that is conducive to responsible gambling amongst employees. The research employed personal interviews to collect data from 86 employees and 73 managers of hotels, clubs and casinos, from 32 gambling counsellors, and from six problem gamblers. To supplement the qualitative data, most employees interviewed (N = 56) also completed a short survey questionnaire to gather quantitative data on their gambling behaviour. The qualitative component of the study revealed over 80 reasons why working in a gaming venue may have an encouraging influence on staff gambling, as shown in Table 2.1.

Table 2-1: Why working in a gaming venue can potentially encourage staff gambling

Close Interaction with Gamblers Staff hear about wins more than losses Seeing people win creates hope of winning Staff get caught up in the excitement of patrons' wins Staff constantly hear about gambling and given 'hot tips' Patrons can encourage staff to gamble Staff who gamble build relationships with other gamblers Staff want a piece of the action	Influence of Workplace Stressors Staff need to unwind after work Staff can experience stress about problem gamblers Staff can experience stress about difficult customers Staff can experience stress from heavy workloads Job dissatisfaction/boredom Staff need to escape from work stresses Staff want to be left alone Staff have to leave workplace soon after end of a shift
Frequent Exposure to Gambling Increases staff familiarity with gambling Increases staff interest in gambling Normalises gambling for staff Staff may have ready access to gambling Staff are surrounded by the lights, music and atmosphere Infrequent staff can gain distorted views about winning New or younger staff can be vulnerable Staff can lose sight of the value and ownership of money Increases perceived insider knowledge about gambling Staff become attracted to the gambling environment Normalises heavy gambling for staff Triggers the temptation to gamble	Influence of Shift Work Staff can suffer social isolation Lack of alternative social opportunities for staff Lack of alternative recreational opportunities for staff Only gambling venues are open late at night Staff need to find solitary leisure activities Staff tend to socialise with other hospitality workers Staff gamble to fill in time between shifts Staff social life can revolve around the workplace Staff gamble while waiting for others to finish work Shift work makes it easier to hide heavy gambling Shift work leads to stress
Influence of Fellow Employees Staff gamble together in their workplace Staff gamble together after work Staff gamble together on days off Staff directly encourage other staff to gamble Staff introduce other staff to gambling Staff share gambling tips Staff gamble on hospitality industry nights Staff travel away together to gamble Staff social club activities can encourage gambling Staff gamble before work Staff gamble to gain acceptance into the workgroup General acceptance of gambling amongst staff Gambling problems not taken seriously by staff	Other Aspects of the Workplace Some staff drink large quantities of alcohol Reluctance to expose problems due to fear of job loss Some staff have the opportunity to bet on credit Irregular wages of casual staff Low wages of some staff Young age group of staff Self-exclusion difficult due to embarrassment/ job loss Staff are overlooked in problem gambling Staff cannot gamble at workplace so problem undetected Access to cash and pay in their workplace Lack of alternative employment opportunities Staff may not have time to access help services The industry attracts gamblers and problem gamblers The industry attract outgoing people Staff receive gratuities drawing attention to wins Staff boredom
Influence of Venue Managers, Policies and Practices Managers are sometimes gamblers and set an example Managers gamble with staff Managers allow staff to gamble in the workplace Gambling can be a job requirement Workplace has a gambling culture Managers sometimes talk about big wins Managers might talk about gambling in a positive way Managers do not take gambling problems seriously	Frequent Exposure to Gambling Marketing and Promotions Promotions can act as a trigger Reinforces gambling as a way to win money Raises awareness of jackpot levels Increases knowledge about other promotions Staff get caught up in the excitement of promotions Worsens existing gambling problems

(Source: Hing and Breen, 2006a)

The quantitative component of the project added weight to the qualitative results suggesting that working in a gaming venue can encourage gambling amongst some staff. However, it is important to note that the results of this quantitative survey provide an overview of the gambling behaviour of only the 56 respondents, not of all gaming venue employees in Queensland. Nevertheless, the results depict a group who actively engages in gambling. When compared to the *National Gambling Survey* (Productivity Commission, 1999), higher proportions of the respondents were regular gamblers on nearly all forms of gambling, and these proportions were markedly higher for gaming machines, TAB betting and keno. This profile of active gambling involvement was also

supported by the respondents' reported gambling expenditures. During the previous 12 months, they spent ten times more than the average Queensland adult on keno, over five times more on TAB betting, over three times more on lottery-type games, double the average on gaming machines, and about 1.7 times more on casino table games (Office of Economic and Statistical Research, 2006). The respondents also displayed relatively high rates of problem, moderate risk and low risk gambling, as measured by the *Canadian Problem Gambling Severity Index* (Canadian Centre on Substance Abuse, 2001). Compared to results from the *Queensland Household Gambling Survey 2003-04* (Queensland Government, 2005), the prevalence of problem gambling amongst the respondents (8.9 per cent) was 16 times higher than the Queensland adult population, moderate risk gambling (19.6 per cent) was ten times higher, and low risk gambling (16.1 per cent) was triple the state average. In general, as the level of risk amongst respondents rose from no-risk to problem gambler, so did reported expenditures and session lengths on gaming machines, TAB betting, keno, and private gambling.

The research project discussed above focused on all workplace influences on staff gambling, not just accessibility. However, many factors that respondents identified as encouraging staff to gamble are related to various dimensions of accessibility to gambling. For example, the location of the workplace determines the number of venues and gambling opportunities accessible to staff before or after work. Staff accessibility to gambling is also influenced by whether accessible venues are open after they finish their work shifts and whether they are in fact the only entertainment venues open after they finish work. Venue staff who work in gambling-related positions typically have greater knowledge about how different gambling products work and this influences their ease of use of these products. Financial accessibility of gambling may depend on the disposable income of staff and/or their perceived need to try to supplement their income through gambling. Social accessibility to gambling may be heightened for venue staff as the gambling environment is a familiar one, they often face peer pressure from work colleagues to gamble, and they often know the staff at nearby venues. Clearly, any restrictions on staff gambling in their workplace also affect their accessibility to gambling.

2.6 CHAPTER CONCLUSION

In conclusion, research into the link between accessibility to gambling and problem gambling has been inconclusive to date, as is existing research into how working in a gaming venue influences gambling by staff. However, this project builds on the opportunity to conduct a natural experiment with groups of people who have differing access to gambling in order to further test this link. When comparing the relative accessibility to gambling of the three populations of interest in the current study, previous research and the results from the Queensland study discussed above suggest various reasons why their relative accessibility to gambling may differ.

For example, when compared to the general population of Victoria, gaming venue staff who can gamble in their workplace have very high accessibility to gambling because:

- they have the highest number of opportunities to gamble, given the proximity and convenience of gambling in their workplace;
- their ease of use of gambling products is heightened due to their knowledge and familiarity with how they work;
- their social accessibility to gambling is very high as the workplace is typically a familiar, non-threatening and attractive environment for them, which provides safety, a sense of inclusion, an opportunity for social interaction with known patrons and fellow staff, and social acceptance in the venue;

- the venue may be open when they finish a shift, allowing them the opportunity to gamble to relax after work;
- their accessibility to gambling in the workplace is not limited by any conditions of entry to gaming, the spatial distribution of gaming venues, the number of accessible gaming venues, and the number of opportunities to gamble, except as these relate to opportunities in their workplace.

Gaming venue staff who cannot gamble in their workplace have less accessibility to gambling than staff who can gamble in their workplace, but higher accessibility than the general population because:

- their ease of use of gambling products is heightened due to their knowledge and familiarity with how they work;
- their social accessibility to gambling is high as other gambling venues are often a familiar, non-threatening environment for them, they often know staff at other venues which heightens their social acceptance in those venues, and they are sometimes encouraged to gamble with work colleagues after work and on days off;
- other venues may be the only places open when they finish a late shift, allowing them the opportunity to gamble to relax after work;
- however, depending on the location of their workplace, residence and nearby gaming venues, accessibility to gambling for these staff is no more influenced than is the general population by the number of opportunities to gamble, their spatial distribution, the number of venues and opportunities per venue, financial accessibility, and conditions of entry to venues.

The next chapter explains the methodology used to examine the gambling behaviour of staff in Victorian gaming venues and to assess the influence of accessibility to gambling on this behaviour.

CHAPTER 3

RESEARCH METHODS

3.1 INTRODUCTION

This chapter explains the methods used in this study. It commences with an overview of the research design, and then details the methods for the quantitative study in terms of survey instrument development, sampling, survey administration and respondents. Procedures used in the qualitative phase are then explained.

3.2 RESEARCH DESIGN

The project utilised both quantitative and qualitative methods, comprising a survey questionnaire and telephone interviews with gaming venue staff. An overview of the methods to address each of the six research objectives is presented, with more details in later sections of this chapter.

To address Objective One (to examine how legislative requirements, codes of conduct, and venue policies and practices may or may not restrict the kind of access that gaming venue staff have to gambling products within their workplace), data were drawn from a review of relevant legislation and regulations governing restrictions on gambling by gaming venue employees in Victoria; a review of relevant venue and industry responsible gambling codes of conduct in Victoria; and a survey of gaming venue employees in Victoria. These data sources provided information on regulatory, policy and venue-based restrictions on staff gambling in their workplace and clarified the types of restrictions which apply to different staff.

To address Objective Two (to measure the gambling behaviour of gaming venue staff, both within and outside their workplace, including gambling type, frequency, duration and expenditure), data were drawn from a survey of gaming venue employees in Victoria (as above). Survey questions relating to the gambling behaviour of gaming venue staff within and outside their workplace were based on questions relating to gambling behaviour as used in the 2003 *Victorian Longitudinal Attitudes Survey* (Centre for Gambling Research, 2004a) to allow comparisons to be drawn with the general population.

To address Objective Three (to measure the prevalence of non-gambling, no-risk, low-risk, moderate-risk and problem gambling amongst gaming venue staff), data were drawn from the survey of gaming venue employees in Victoria (as above). The *Canadian Problem Gambling Index* (2001) was selected as the preferred measure of problem gambling as it has been demonstrated to be the most valid and reliable instrument developed to date (e.g. Centre for Gambling Research, 2004b). It is increasingly used in prevalence studies so provides data that are comparable to an increasing number of studies.

To address Objective Four (to compare the gambling behaviour and prevalence of non-gambling, no-risk, low-risk, moderate-risk and problem gambling between gaming venue staff who have access to gambling products within their workplace and those who do not), data were drawn from the survey of gaming venue employees in Victoria (as above). The survey data collected to inform Objectives Two and Three were analysed to compare the gambling behaviour (gambling type, frequency, duration and expenditure) both within and outside of the workplace and the prevalence of non-gambling, no-risk, low-risk, medium-risk and problem gambling between survey respondents who are allowed to gamble in their workplace and those who are not.

To address Objective Five (to compare the gambling behaviour and prevalence of non-gambling, no-risk, low-risk, moderate-risk and problem gambling between gaming venue staff and the general population of Victoria), data were drawn from the survey of gaming venue employees in Victoria (as above); and prior studies measuring the gambling behaviour and prevalence of problem gambling in the Victorian community. The survey data collected to inform Objectives Two and Three were then analysed to compare the gambling behaviour (gambling type, frequency, duration and expenditure) and the prevalence of non-gambling, no-risk, low-risk, medium-risk and problem gambling between gaming venue staff and the general population of Victoria.

To address Objective Six (to explore staff perspectives on how working in a gaming venue influences the access of gaming venue staff to gambling products and venues, both within and outside their workplace and along multiple dimensions of access), data were drawn from telephone interviews with a sample of gaming venue staff. The telephone interviews explored workplace influences on the gambling behaviour of gaming venue employees in Victoria, and the role that access to gambling products and venues play in this.

A research framework indicating the key variables examined in the study is presented in Figure 3.1.

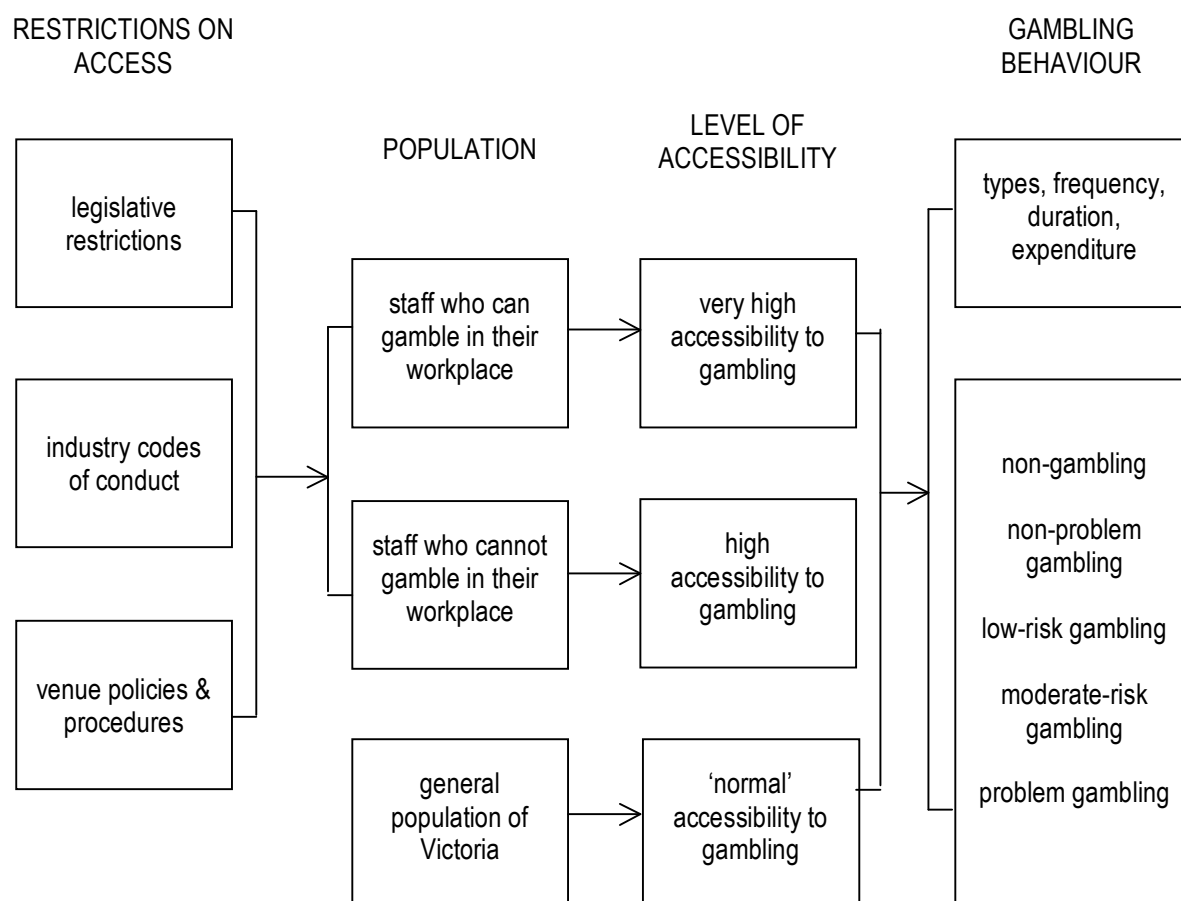


Figure 3-1: Proposed research framework

3.3 SURVEY INSTRUMENT DEVELOPMENT AND PILOT TESTING

Addressing Objectives Two through Five of the research required developing a suitable survey instrument. Informed primarily by the literature, a draft survey instrument was developed, and then refined based on industry advice, expert statistical advice and pilot testing. This section explains these processes.

3.3.1 Draft Survey Development

A draft survey questionnaire was developed to capture data relating to several areas, as explained below.

Employment, workplace and demographic characteristics of respondents

Section one of the survey instrument contained questions on the following employment, workplace and demographic characteristics of respondents:

- job title
- employment basis
- level of current job
- whether the respondent currently has a Gaming Industry Employee's Licence
- whether the job is directly involved with gambling
- whether the job is mainly front-of-house or back-of-house
- frequency of exposure to the venue's gambling facilities and activities
- type of gaming venue the respondent currently works in
- number of gaming machines (EGMs) in the current workplace
- other types of gambling available in their workplace
- types of venues the respondent has ever worked in
- length of time working in gaming venues
- extent of training in responsible gambling
- age
- sex

Accessibility to gambling

No pre-existing scales to measure accessibility to gambling were located, so it was necessary to develop scales for the purpose of this research. As such, Sections Two, Three and Four of the survey instrument contained questions designed to measure several aspects of the respondent's accessibility to the following major types of gambling:

- lottery-type games
- keno
- horse or greyhound races
- sporting events

- gaming machines (EGMs)
- casino table games

To contain the length of the survey instrument, accessibility to less popular forms of gambling, including bingo and private gambling, were not assessed. For each type of gambling, a scale was developed with 13 questions to capture the perceived ease with which the respondent can access that type of gambling. A Likert scale was used, with the response categories being ‘extremely easy’, ‘quite easy’, ‘quite difficult’ and ‘extremely difficult’. Nine questions were also asked about the distance the respondent usually travelled to bet on each type of gambling, and four questions were asked about any restrictions respondents faced on gambling in their workplace.

These questions largely aligned with the various dimensions of accessibility identified by the Productivity Commission (1999:8.3-8.7), albeit with some adjustments where the Productivity Commission’s dimensions were relevant to population-level accessibility, rather than individual accessibility. For example, the overall number of venues and the number of opportunities to gamble may be important determinants of a community’s or population’s accessibility to gambling, but are of little relevance to individual gamblers, as long as they can access one venue for that type of gambling that is convenient, has their games of choice and allows them to access the game without waiting or queuing for too long. Table 3.1 shows the key dimensions of accessibility and the corresponding questions in the survey instrument.

Table 3-1: Dimensions of accessibility and corresponding survey questions

Dimension of Accessibility	Corresponding Survey Questions
	‘If you wanted to play/bet on X, how easy or difficult would it be for you to...’
Geographic accessibility	...find an outlet for (type of gambling) that is convenient to go to or use. Get to an outlet for (type of gambling). Nine questions were also asked about ‘how far do you usually travel to gamble on (type of gambling)’.
Opportunities to gamble per venue	...find a convenient outlet with a choice of (games/products) to play. ...be able to gamble on (type of gambling) at a convenient outlet without waiting or queuing.
Opening hours	...find a convenient outlet for (type of gambling) which is open when you have spare time.
Ease of use	...understand how to bet on (type of gambling). ...feel familiar with how betting on (type of gambling) works.
Initial outlay required	...afford the cost of betting on a (type of gambling) game.
Social accessibility	...feel socially accepted/at ease in an outlet for (type of gambling). ...feel comfortable within yourself about betting on (type of gambling). ...feel comfortable that your family would approve of you betting on (type of gambling). ...feel comfortable that your friends would approve of you betting on (type of gambling). ...feel comfortable that your work colleagues would approve of you betting on (type of gambling).
Conditions of entry	Four questions relating to any restrictions on gambling on Club Keno, TAB, gaming promotions and gaming machines in the workplace.

Gambling behaviour

Questions to measure the gambling behaviour of the survey respondents (contained in Section Four of the survey instrument) were sourced mainly from the *Canadian Problem Gambling Index* (CPGI) (Canadian Centre on Substance Abuse, 2001) and relevant questions from the *2003 Victorian Longitudinal Community Attitudes Survey* (Centre for Gambling Research, 2004a) which is the most recent Victorian survey of gambling. Specifically, this section of the survey instrument included:

- the CPGI questions on frequency of play (11 questions specific to each type of gambling activity that Victorian residents have access to, plus five questions on frequency of play for types of gambling that may be available in the workplace);
- the CPGI questions on gambling expenditure (11 questions specific to each type of gambling activity that Victorian residents have access to, plus five questions on frequency of play for types of gambling that may be available in the workplace);
- the CPGI questions on duration of gambling (nine questions specific to each type of gambling activity that Victorian residents have access to, where duration is a meaningful measure. Duration of playing instant lotto and other lottery-type games was not asked as this was deemed not to be useful data. Five questions were also asked on duration of gambling on those activities that may be available in the workplace);
- one question developed specifically for the survey instrument, asking whether the respondent's gambling has 'generally decreased, increased or not changed' since working in a gaming venue;
- the *Problem Gambling Severity Index* (nine questions from the CPGI).

Additional comments

A final question in the survey instrument invited respondents to make any additional comments about staff gambling and if it is influenced by working in gaming venues.

3.3.2 Refining the Survey Instrument

Industry advice

The draft survey instrument was forwarded to the Responsible Gambling Managers of Tattersall's, Tabcorp and the Crown Casino, and a group meeting held in Melbourne to discuss and refine it. The following adjustments were made:

- A question asking what area of Victoria the respondent worked in was removed, due to concerns that this, in combination with some other questions, could mean the respondent could potentially be identified. This question had originally been included to capture the geographic representation of responses. As this information was not critical to the research objectives, it was removed.
- The accessibility questions for each type of gambling had originally asked first about access to gaming machines, then casino table games, Club Keno, horse or greyhound races, lottery-type games and sporting events. Due to concerns that these questions could be sensitive and 'build a stigma', but recognising they were central to addressing the

research objectives, the order of the types of gambling was altered to: lottery-type games, Club Keno, horse or greyhound races, sporting events, gaming machines, and casino table games.

- For consistency, all other questions referring to different types of gambling were then re-ordered in this way.
- The response option of ‘yes while on duty’ for questions on whether and when the respondent is allowed to gamble in their workplace was deleted, as gambling while on duty is illegal and respondents would therefore be at risk of incriminating themselves. It was also considered by the industry representatives that gambling while on duty would be an extremely rare occurrence.

Statistical advice

During the development and refinement of the survey instrument, the Principal Researcher sought advice from Southern Cross University’s Research Methodologist, an expert in quantitative methods. More specifically, advice was taken on the clarity of questions and instructions, types of measurement scales, and data analysis techniques.

Pilot testing

The survey instrument was pilot tested with several staff then working at the Tattersall’s and Tabcorp offices in Melbourne, but who had previously worked in gaming venues. After feedback, the following minor adjustments were made:

- the term ‘scratch lotto’ was replaced with ‘scratchies’, as the latter term is more familiar to the employees; and
- the term ‘keno’ was replaced with ‘Club Keno’ to reflect the more common terminology used.

The final survey instrument

The final questionnaire contained 163 questions grouped into the four sections described above. It is included as Appendix A.

3.4 SURVEY ADMINISTRATION

The study aimed to collect at least 500 responses from employees of hotels, clubs and the Crown Casino in Victoria. While the original intention had been to survey these employees through the employee union, the representatives from Tabcorp, Tattersall’s and the Crown Casino were concerned that this would lead to a biased sample of staff, and indicated they would be willing to consider assisting survey distribution. Formal research proposals were sent to each of these organisations, followed up with emails, personal discussions and a group meeting to refine the survey instrument, as noted above. Tabcorp and Tattersall’s subsequently agreed to assist with survey distribution by providing a list of their venues in Victoria and by providing letters of support to accompany the survey distribution. Clubs Victoria also provided a letter of support upon request, but the Australian Hotels Association (Victoria) declined to do so. These letters of support are contained in Appendix B.

Unfortunately, in early January 2008, Crown Casino informed us it would not participate in the study. Because this advice was given 10 months into the 12 month project and after the surveys of hotel and clubs staff were complete, it was too late to consider alternative mechanisms for surveying casino staff. Fortunately, over 500 responses were collected from hotel and club staff, so the project attained its anticipated number of responses.

3.4.1 Survey Population, Sample Size and Selection

As noted above, Tabcorp and Tattersall's provided a list of hotels and clubs which operated their EGMs, with permission to mail out surveys to these venues on each company's behalf. These venues totalled 130 hotels and 136 clubs with EGMs operated by Tabcorp and 113 hotels and 143 clubs with EGMs operated by Tattersall's. Thus, surveys were mailed to a census of 243 hotels and 279 clubs with EGMs in Victoria.

After discussions with the Tabcorp and Tattersall's representatives, it was decided to send three surveys to each venue, with a request to the venue manager to ask three staff to complete and return it to the researchers in the reply-paid envelope attached to each survey questionnaire. Instructions were 'While you, as venue manager, can decide which of your employees you ask, it would be good to have 1 employee working directly in gaming, 1 other front-of-house employee and 1 back-of-house employee. This will help to gather responses from staff in a range of positions. However, if this is not possible, then it is still appropriate for any three of your staff to complete the survey.' It was also decided, in discussion with the Tabcorp and Tattersall's representatives, that an incentive would be needed to ensure an adequate response rate from employees. The most appropriate incentive (given the ownership of some venues by the Coles and Woolworths groups, and a concern that a grocery voucher might be interpreted as condescending) was decided upon as a \$20 StarCash voucher, which allows the recipient to redeem the voucher for petrol or any other goods available at any Caltex service station in Australia. A sheet was attached to each survey for respondents to write their name and address to claim their voucher. Respondents were instructed to detach this sheet from the survey and to return it in a second reply-paid envelope attached to each survey. This ensured that the respondent's identity could not be connected to their completed survey questionnaire.

3.4.2 Survey Administration and Responses Generated

The surveys were mailed out in late November 2007. From the 1,566 surveys mailed to 522 venues, 542 responses were received, for a response rate of 34.5 per cent. While the Tabcorp and Tattersall's representatives had kindly offered to send reminder emails to their venues, this proved unnecessary when the intended number of responses (500) was subsequently exceeded. It should also be noted that nine surveys arrived after data analysis was complete, so that only 533 responses are included in the results. These respondents were still sent their \$20 StarCash voucher. The 533 responses to the mail survey were entered into SPSS. The data analysis techniques are described as the results are presented in later chapters of this report.

3.5 CHARACTERISTICS OF SURVEY RESPONDENTS

This section summarises the key demographic, workplace and employment characteristics of the 533 survey respondents to provide a preliminary profile of the sample.

3.5.1 Demographic Characteristics

Table 3.2 shows the age and sex distribution of respondents. Respondents ranged in age from 18 to 70 years, with a mean and median age of 40 years. The respondent sample was predominated by

females (67.5 per cent), higher than the proportion of females employed across all Australian gambling industries (53 per cent) (Australian Bureau of Statistics, 2006a, 2006b).

Table 3-2: Age and sex categories of respondents

Age category	Male		Female		Total	
	N	%	N	%	N	%
18-24 years	23	34.3	44	65.7	67	12.9
25-34 years	45	36.3	79	63.7	124	23.8
35-44 years	29	23.8	93	76.2	122	23.4
45-54 years	44	33.1	89	66.9	133	25.5
55 years and over	30	40.0	45	60.0	75	14.4
Total	171	32.8	350	67.2	521	100.0

3.5.2 Workplace Characteristics

Despite almost equal numbers of surveys being distributed to Tabcorp and Tattersall's venues, 60 per cent of responses were from staff working at a Tabcorp venue, and 40 per cent from those employed at a Tattersall's venue. Respondents were also predominated by those working in clubs (66 per cent), rather than hotels (33 per cent), even though 53 per cent of surveys were mailed to clubs and 47 per cent to hotels.

Table 3-3: Operator and venue categories where respondents worked

Venue EGM operator	Hotels		Clubs		Total	
	N	%	N	%	N	%
Tabcorp	124	39.2	192	60.8	316	59.6
Tattersall's	53	24.8	161	75.2	214	40.4
Total	177	33.4	353	66.7	530	100.0

Table 3.4 shows the frequency distribution of EGMs in the venues where respondents worked. While the workplaces of nine respondents reportedly did not operate EGMs, the remainder did, with 54 per cent operating more than 40 machines, as shown in Table 3.5. Thus, the respondents' workplaces were reasonably equally divided between small venues (40 EGMs or less) and large venues (more than 40 EGMs). As well as EGM facilities, 60 per cent of the respondents' workplaces operated Club Keno facilities, 51 per cent operated TAB facilities, 40 per cent operated poker competitions and 31 per cent provided bingo.

Table 3-4: Number of EGMs in respondents' workplaces

Number of EGMs	Frequency	Valid % ^a	Cumulative % ^a
0	9	1.7	1.7
1-20	55	10.5	12.2
21-40	179	34.0	46.2
41-60	134	25.5	71.7
61-80	94	17.9	89.5
80-105	55	10.5	100.0
Total	526	100.0	
Missing	7		
Total	533		

^a based on a valid per centage of n = 533.

Table 3-5: Venue categories and venue size where respondents worked

Venue size	Hotels		Clubs		Total	
	N	%	N	%	N	%
Small ^a	81	33.3	162	66.7	243	46.3
Large ^a	92	32.6	190	67.4	282	53.7
	173	33.0	352	67.0	525	100.0

^a small venues are defined as those with 40 or fewer EGMs; large venues are defined as those with more than 40 EGMs.

3.5.3 Employment Characteristics

Full-time and part-time/casual staff were nearly equally represented amongst respondents (Table 3.6), and there was a reasonable spread amongst operational, supervisory and management staff (Table 3.7). It appears likely however, that supervisory and management staff were over-represented amongst respondents, compared to their representation in the hotel and club workforces.

Table 3-6: Employment basis of respondents

Employment basis	Frequency	Valid % ^a	Cumulative % ^a
Permanent Full Time	262	49.5	49.5
Permanent Part Time	84	15.9	65.4
Casual	183	34.6	100.0
Total	529	100.0	
Missing	4		
Total	533		

^a based on a valid per centage of n = 533.

Table 3-7: Job level of respondents

Job level	Frequency	Valid %^a	Cumulative %^a
Operational	214	40.6	40.6
Supervisory	159	30.2	70.8
Management	154	29.2	100.0
Total	527	100.0	
Missing	6		
Total	533		

^a based on a valid per centage of n = 533.

3.5.4 Involvement in Workplace Gambling Operations

The vast majority (89 per cent) of respondents held a Gaming Employee's Licence, with most having jobs that entailed serving or assisting patrons with gaming machines (83 per cent), cashier/change booth operations (81 per cent) and gaming promotions (73 per cent). Lower proportions held positions that entailed serving or assisting customers with Club Keno (47 per cent), TAB/Sportsbook (25 per cent) and bingo (14 per cent). In total, 89 per cent of respondents held positions that involved serving or assisting patrons with some aspect of gambling. Not surprisingly then, 97 per cent of respondents worked in front-of-house positions at least some of the time, with the majority (87 per cent) being able to see the venue's gambling facilities and activities 'most of the time' or 'almost always' when they were at work (Table 3.8).

Table 3-8: Frequency of seeing gambling facilities and activities while at work

Frequency of seeing gambling activities while	Frequency	Valid %^a	Cumulative %^a
Never	16	3.0	3.0
Sometimes	55	10.4	13.5
Most Of The Time	111	21.1	34.5
Almost Always	345	65.5	100.0
Total	527	100.0	
Missing	6		
Total	533		

^a based on a valid per centage of n = 533.

Many respondents had worked in gaming venues prior to their current position. When asked what types of gaming venues they had ever worked in, 67 per cent of respondents had worked in clubs, 59 per cent in hotels, 17 per cent in a TAB outlet, 9 per cent at a racetrack, and 3 per cent in a casino. The total number of time working in gaming venues ranged from less than one month to 27 years, with a mean of 8.5 years and a median of 8.8 years.

Table 3.9 shows that almost 90 per cent of respondents had undertaken responsible gambling training, and most (63 per cent) had received more than one day of this training.

Table 3-9: Length of training in responsible gambling

Length of responsible gambling training	Frequency	Valid % ^a	Cumulative % ^a
None	55	10.6	10.6
A Few Hours	28	5.4	15.9
Half A Day	32	6.1	22.1
One Day	78	15.0	37.0
More Than 1 Day	328	63.0	100.0
Total	521	100.0	
Missing	12		
Total	533		

^a based on a valid per centage of n = 533.

3.5.5 Summary

In summary, females, those working in clubs, and staff employed in venues with EGMs operated by Tabcorp were over-represented in the respondent population. Managerial and supervisory staff were probably also over-represented. Nevertheless, the survey did capture sufficient variation amongst the demographic, workplace and employment characteristics of respondents to allow the necessary analyses to proceed.

3.6 THE QUALITATIVE PHASE: TELEPHONE INTERVIEWS

Telephone interviews were conducted to address the sixth research objective of exploring staff perspectives on how working in a gaming venue influences the access of gaming venue staff to gambling products and venues, both within and outside their workplace and along multiple dimensions of access. Participants for the telephone interviews were recruited via the mail surveys. A sheet was attached at the end of the survey for respondents to detach to claim their StarCash voucher, as described above. This sheet also invited the respondent to participate in a telephone interview, with another \$20 StarCash voucher offered for participation. Space was provided for the respondent to provide their telephone number if they wished to participate. Of the 479 survey respondents who claimed a StarCash voucher for completing and returning the questionnaire (63 of the 542 respondents did not claim their voucher), 189 agreed to participate in a telephone interview.

Because the target number of interviews was 40, interviewees were sampled from the 189 volunteers. Over the two week interview period in December 2007, one call was placed to each volunteer interviewee in the order in which their consent form was received to confirm this consent and to schedule an interview time. Mostly, the interviews took place the same day. No message was left where an answering service was contacted, and the interviewer simply moved to the next consent form and contacted the next person on the list. Some adjustments were made to this process to try to ensure reasonably even representativeness of Tattersall's and Tabcorp employees and of male and female respondents. Forty-two per cent of participants were Tabcorp employees and 35.5 per cent were male. The characteristics of the final sample are presented in Table 3.10.

Table 3-10: Key characteristics of interviewees

Pseudonym	Years worked in industry	Position	Venue Type	Number of EGMs	Venue has Keno	Venue has TAB	Venue has Staff Gambling Policy
Andrew	10	Night Supervisor	Club	43	Y	Y	Y
Amy	2	TAB, Bar and Gaming	Club	20	Y	Y	Y
Betty	17	n/a	Club	50	Y	Y	N
Banjo	15	Gaming Manager	Hotel	50	Y	Y	N
Brian	12	Operations Manager	Club	92	Y	N	N
Ben	5	Bar& Gaming Attendant	Hotel	45	N	N	Y
Dallas	1	Chef	Hotel	70	n/a	n/a	N
Duncan	7	Bar & Gaming Attendant	Club	60	Y	Y	Y
Fanny	2	Gaming Attendant	Club	70	Y	Y	Y
Gwyn	11	Gaming Supervisor	Club	23	n/a	n/a	N
Graham	1	Chef	Club	50	n/a	n/a	N
Jill	5	Duty Manager	Club	83	N	N	N
Jacinta	6	n/a	Club	30	N	N	N
Jake	8	Junior Manager	Hotel	50	Y	Y	Y
Kelly	0.7	Gaming, Reception, Bistro	Club	47	Y	N	N
Kaitlyn	4	Manager	Club	105	Y	Y	N
Kathy	2	Administration & Bar	Club	10	N	N	N
Kerry	7	Duty Manager	Club	38	N	Y	Y
Lara	10	Cashier	Club	90	N	n/a	Y
Laura	17	Night Duty Manager	Club	48	N	N	N
Mark	n/a	Manager	Hotel	22	N	N	N
Maisie	3	Duty Manager	Club	40	Y	Y	Y
Matilda	11.5	Gaming Attendant	Hotel	20	Y	Y	Y
Max	11	Duty Manager	Club	48	Y	N	Y
Mavis	13	Manager	Club	10	n/a	n/a	Y
Miriam	1	Gaming Attendant	Club	30	N	N	N
Nadine	2.5	Gaming Attendant	Hotel	50	n/a	n/a	N
Noel	25	Manager	Club	52	N	N	N
Nigel	0.4	Bar & Gaming Attendant	Club	59	n/a	n/a	?
Patrick	15	Manager	Hotel	31	N	Y	Y
Paul	9	Manager	Club	30	N	N	N
Paolo	15	Manager	Club	20	n/a	n/a	N
Rick	2	Bar & Gaming Manager	Club	32	Y	N	Y
Rhonda	17	Gaming Supervisor	Hotel	29	Y	Y	Y
Raina	13	Administration	Club	90	n/a	n/a	Y
Rachel	8	Gaming Supervisor	Hotel	50	N	N	N
Sabrina	1.2	Gaming Supervisor	Hotel	22	N	N	N
Sally	10.5	Supervisor	Club	70	Y	Y	Y
Sky	15	Gaming Supervisor	Club	51	Y	Y	Y
Will	12	Gaming Manager	Club	50	Y	N	N

The telephone interviews were semi-structured, with the interview schedule contained in Appendix C. The telephone interviews lasted from 15-30 minutes, were digitally recorded and transcribed verbatim. Thematic analysis was then used to analyse the data. Thematic analysis is a method for identifying, analysing and reporting patterns (themes) within data, by organising and describing the data set in rich detail and by interpreting various aspects of the research topic (Braun and Clarke, 2006:79). It involves six identifiable stages – 1) familiarisation with the data by transcribing, then reading and re-reading, noting down initial ideas; 2) generating initial codes by coding interesting features of the data in a systematic fashion across the entire data set and then collating data relevant to each code; 3) searching for themes by collating codes into potential themes and gathering all data relevant to each potential theme; 4) reviewing the themes by checking to see if the themes work in relation to both the coded extracts and the entire data set, and then generating a thematic map of the analysis; 5) defining and naming themes via ongoing analysis to refine the specifics of each theme and the overall story the analysis tells, generating clear definitions and names for each theme; and 6) writing up the results by selecting vivid and compelling extract examples, final analysis of selected extracts, relating back the analysis to the research objectives and the literature, and reporting on the analysis (Braun and Clarke, 2006:87).

3.7 CHAPTER CONCLUSION

This chapter has explained key aspects of the research methods utilised in this study and presented key characteristics of respondents to the quantitative survey and of participants in the qualitative interviews. Except for the non-participation of the Crown Casino, the project met its required targets of survey respondents and interview participants.

CHAPTER 4

RESTRICTIONS ON GAMBLING BY STAFF IN THE WORKPLACE

4.1 INTRODUCTION

This chapter presents and analyses the research results pertinent to addressing Research Objective One. This objective aimed to examine how legislative requirements, codes of conduct, and venue policies and practices may or may not restrict the kind of access that gaming venue staff have to gambling products within their workplace in Victoria.

To address this objective, the applicable legislation and regulations governing restrictions on gambling by gaming venue employees in Victoria are reviewed in this chapter, along with the relevant Victorian industry codes of conduct in responsible gambling. Data from the survey of hotel and club employees are then analysed to identify any venue-based restrictions on staff gambling in hotels and clubs in Victoria.

4.2 VICTORIAN LEGISLATION AND REGULATIONS

Several parts of the *Gambling Regulation Act 2003 Vic*, including Chapter 3 (Gaming Machines) and Chapter 9A (Licensing of Gaming Machine Employees), focus on the licensing of Victorian gaming industry employees and the specific responsibilities of these licensed employees in relation to the appropriate provision of machine gambling. Broadly, the legislation defines a gaming employee as ‘a person employed by the licensed provider in functions related to the conduct of approved games’, and this person must wear appropriate identification at all times. Examples of these functions include the ‘prescribed duties’ associated with employment by a venue operator or a gaming operator, and persons employed to service, repair and maintain gaming equipment. The Act further prohibits licensed gaming employees from participating in gaming while on duty or when a venue is otherwise closed to the public. Gaming industry employees must also participate in training (‘complete an approved training course’) within six to 12 months of commencement of employment and undertake refresher courses every three years. Those employees working within the industry at the time of the establishment of the Act must complete an approved course before 2008.

The *Casino Control Act 1991 Vic* regulates the operations of Melbourne’s Crown Casino and its employees. Part 4 of the Act references ‘special employees’, and defines these as persons employed in a managerial capacity who make decisions that regulate the operation of the casino and those employees who ‘are employed or working in a casino in any capacity relating to the following activities—

- (i) the conduct of gaming or approved betting competitions;
- (ii) the movement of money or chips about the casino;
- (iii) the exchange of money or chips to patrons in the casino;
- (iv) the counting of money or chips in the casino;

- (iva) the security and surveillance of the casino;
- (v) the operation, maintenance, construction, or repair of gaming equipment or totalisators;
- (vi) the supervision of any of the above activities;
- (vii) any other activity relating to operations in the casino that is specified by the Commission for the purposes of this definition by notice in writing given to the casino operator.'

Additional legislation applicable to Crown Casino includes the *Victorian Commission for Gambling Regulation Rules – Casino*, which designate a number of procedures that appear designed to protect players by ensuring regularity in gaming processes (Victorian Commission for Gambling Regulation, 2007b). Employees are only addressed under these rules in relation to the duties that they are required to perform.

While the *Gambling Regulation Act 2003 Vic* and the *Casino Control Act 1991 Vic* narrowly define employees, as above, for the purposes of regulating the activities of gambling within the State, a broader definition of employees is utilised for this research project in recognition of the potential of the gambling environment to influence not only employees who hold gambling licences and thus interact directly with the product and its customers, but also ancillary and back of house employees. These include cleaners, bar staff, security personnel (who are recognised as gaming employees under the *Casino Control Act* but not the *Gambling Regulation Act*) and food service staff, all of who perform their duties within the gambling environment and thus have the potential to be influenced by it and the venue's customers.

4.3 INDUSTRY CODES OF PRACTICE

The *Tabcorp Responsible Gambling Code of Practice* (2005) has the stated aim of protecting the welfare of customers, employees and the community, although the language used focuses on 'you' the customer. The Tabcorp Code undertakes to have venues and their employees trained in recognising the signs of problem gambling, delivering relevant gambling help services to customers and complying with the legal and regulatory aspects of gambling and the Code. As a condition of employment or contract obligations with Tabcorp, all Tabcorp employees are banned from taking part in any gaming or wagering activities while on duty (unless authorised as part of their official job duties). Specified employees are also precluded from participating in some of Tabcorp's gambling activities at any time (Tabcorp, 2005). The Code also requires that venues owned and operated independently of Tabcorp, such as hotels and clubs which operate Tabcorp EGMs, have in place policies that strictly prohibit gambling by employees whilst on duty and 'encourage(s) these venues to also have in place policies relating to the participation of employees in gambling products at their venue during off-duty periods' (Tabcorp, 2005:13). Clearly, any policies relating to staff gambling whilst off-duty are voluntary for venues.

Tattersall's also has its own Code of Conduct, which sets out a number of broad ethical responsibilities for the conduct of the company's business that its board, managers and employees are expected to follow (Tattersall's, 2006). These include that business will be conducted in an ethical, fair and honest manner, and that gaming will be responsibly administered, with due deference to the relevant regulations (Tattersall's, 2006). While employees are expected to comply with the provisions and 'spirit' of this Code, and to report any breaches to their 'immediate supervisor' no specific practices or roles for employees or managers are defined therein (Tattersall's, 2006). Tattersall's also creates and distributes its own responsible gambling signs and brochures, under the *Have Fun But Play It Safe* Program (HFBPIT). This initiative is in addition to distribution of the Victorian Government's communications, and is 'an ongoing initiative designed

to encourage responsible gaming practice amongst venue patrons, and to provide visibility and access to independent counselling and advice for those patrons requiring assistance' (Tattersall's Limited, 2005). This initiative does not appear to be targeted to staff.

The Crown Casino's Code of Practice is not publicly available. A written response to our request for a copy of Crown's Responsible Gambling Code of Practice was received from the General Manager Community Affairs on 1 January 2008. While declining to forward the document, this manager, on behalf of Crown Casino, wrote that:

'Crown "special employees" are prohibited from gambling at Crown Casino by legislation and Crown has extended this prohibition to all staff. This is made clear to them during training and written documentation provided to all employees.

Crown has a well-structured Employee Assistance Program (EAP) and staff are advised that the EAP provides counselling and support to all employees and immediate family members. The services of the EAP are free. Staff are encouraged to feel comfortable using the EAP to confidentially discuss any work or personal issues that are an inevitable part of life.

Additionally, Crown has established a Chaplaincy Support Service which operates out of Crown's Responsible Gaming Support Centre and is a further option for patrons and staff who may and do utilise the service.'

The hotel and club sector's *Venue Operators' Code of Practice* has a section on staff employment and training, which states that all gaming room staff must complete responsible gambling training, receive ongoing training, be encouraged to apply for licences and not be permitted to gamble whilst on duty unless as part of their employment (The South Australian Centre for Economic Studies, 2003a). Additionally, the *Venue Operators' Code* requires that staff be trained to offer assistance to patrons displaying observable signs of distress (The South Australian Centre for Economic Studies, 2003a). Each gaming venue operator must sign the Code as a condition of entering into a contract with Tattersall's or Tabcorp.

Many local councils in Victoria also have policies relating to the responsible provision of gambling, which have been devised to help them address concerns about the impacts of gaming on their local communities and to deal with development applications, particularly those related to requests for more machines (see for example, *Macedon Ranges Shire Council Responsible Gambling Policy*, 2002 and *City of Monash Gaming Policy*, 2001). However, these are not aimed at staff gambling.

In the short term it is expected that a new code of practice for the Victorian gambling industry will be released. This code has been prepared under the auspices of the Responsible Gambling Ministerial Advisory Council, and designed to supersede each other code discussed above. Although a self-regulated industry code, complaints around breaches will be able to be reported to an independent arbiter (Dowling, 2007).

4.4 SURVEY RESULTS

The results presented below pertain to the 533 survey responses that were collected and analysed for this project. Respondents were asked 'Are you allowed to gamble on (type of gambling) in your workplace?' and asked to tick as many of the following options that applied:

- no, not at all
- yes, on days off/during time off

- yes, during rostered work breaks
- yes, before or after work when in uniform
- yes, before or after work when not in uniform
- yes, between split shifts

As shown in Table 4.1, the vast majority of respondents (91.6%) were not allowed at all to enter their venue's gaming promotions or competitions, and about half the respondents were not allowed at all to gamble on Club Keno, TAB betting and EGMs in their workplace. Of the respondents whose venues operated Club Keno and TAB outlets, most were allowed to gamble using these facilities.

Table 4-1: Per centage of respondents allowed to gamble in their workplace

Type of gambling	Yes ^a %	No ^b %	Respondents whose venues provide these types of gambling %
Club Keno	48.2	51.8	59.6
TAB	48.9	51.1	50.9
EGMs	49.4	50.6	98.3
Gaming promotions/competitions	7.0	93.0	n/a

^a based on a valid per centage of n = 533, reflecting respondents who ticked any 'Yes' categories for qu's 94-97

^b based on a valid per centage of n = 533, reflecting respondents who ticked 'No, not at all' for qu's 94-97.

^c based on a valid per centage of n = 533, reflecting respondents who ticked boxes in response to qu 10.

However, while some respondents were allowed to gamble on Club Keno, TAB betting and EGMs in their workplace, various restrictions applied, as shown in Table 4.2. Few respondents were allowed to gamble on these activities before or after work while in uniform, between split shifts and during rostered work breaks. However, being allowed to gamble in the workplace on days off was quite common, with 35.5% allowed to gamble on Club Keno, 30.2% at the TAB and 42.2% on EGMs. Large minorities were also allowed to gamble in the workplace before or after work while not in uniform - 22.5% on Club Keno, 18.9% at the TAB, and 23.8% on EGMs.

Table 4-2: When respondents are allowed to gamble in their workplace

Allowed to gamble at work	Club Keno ^a %	TAB ^a %	EGMs ^a %	Gaming promotions ^a %
Not at all	51.8	51.1	50.6	93.0
Before/ after work in uniform	6.0	6.2	3.2	1.9
Before/after work not in uniform	22.5	18.9	23.8	2.6
On days off	35.5	30.2	42.2	4.3
Between split shifts	3.9	4.5	1.9	1.1
During rostered work breaks	1.5	2.4	1.5	0.8

^a based on a valid per centage of n = 533, for responses to qu's 94-97.

Being allowed to gamble in the workplace on Club Keno, the TAB and EGMs was compared between hotel and club employees in large and small venues, as shown in Table 4.3. Results indicated that:

- a higher proportion of respondents from small hotels were allowed to gamble on Club Keno in their workplace (56.8%), followed by those in large clubs (56.3%), small clubs (51.2%) and large hotels (27.2%). Cross-tabulation and chi square analysis indicated these differences were significant ($\chi^2 = 9.210$, $p \leq .002$, $df = 1$);
- a higher proportion of respondents from small hotels were also allowed to gamble at the TAB in their workplace (65.4%), followed by those from large clubs (56.3%), small clubs (50.6%) and large hotels (35.9%). Cross-tabulation and chi square analysis indicated these differences were significant ($\chi^2 = 7.870$, $p \leq .005$, $df = 1$);
- a higher proportion of respondents from small clubs were allowed to gamble on the EGMs in their workplace (58.6%), followed by those from small hotels (55.6%), large clubs (54.2%) and large hotels (21.7%). Cross-tabulation and chi square analysis indicated these differences were significant ($\chi^2 = 8.877$, $p \leq .003$, $df = 1$).

Thus, being allowed to gamble on Club Keno and the TAB in the workplace was most common for employees of small hotels and large clubs. Being able to gamble on EGMs in the workplace was most common for employees of small clubs, small hotels and large clubs. Staff working in large hotels were less likely to be allowed to gamble on any of these activities in their workplace.

Table 4-3: Respondents allowed to gamble in their workplace by venue and venue size

Type of gambling	Small hotels ^{ab} %	Large hotels ^{ab} %	Small clubs ^{ab} %	Large clubs ^{ab} %
Club Keno	56.8	27.2	51.2	56.3
TAB	65.4	35.9	50.6	56.3
EGMs	55.6	21.7	58.6	54.2

^a based on a valid per centage of $n = 533$.

^b small venues were defined as those with 40 or fewer EGMs; large venues with more than 40 EGMs.

4.5 CHAPTER CONCLUSION

This chapter has addressed the first objective of this study, which was to examine how legislative requirements, codes of conduct, and venue policies and practices may or may not restrict the kind of access that gaming venue staff have to gambling products within their workplace.

In summary, Victorian legislation prohibits hotel and club employees from gambling in their workplace whilst on duty, unless as a necessary part of their official duties. However, the legislation does not prohibit them from gambling in their workplace at other times. Nor do the Tabcorp and Tattersall's codes of conduct prohibit staff from gambling in their workplace whilst off-duty, although the Tabcorp code encourages venues to develop house policies around this. In contrast, legislation prohibits 'special employees' from gambling at the Crown Casino and the casino has extended this prohibition to all staff.

Thus, apart from the casino, it is up to individual venues to develop and implement any restrictions around employees gambling in their workplaces when not on duty. From the results of the staff survey, it is apparent that nearly half the respondents are allowed to gamble in their workplace on EGMs, Club Keno and the TAB (where provided), but typically only on days off and before or

after work while not in uniform. Respondents from large hotels were the least likely to be able to gamble in their workplace on EGMs, Club Keno and the TAB.

CHAPTER 5

THE GAMBLING BEHAVIOUR OF GAMING VENUE STAFF

5.1 INTRODUCTION

This chapter addresses Research Objective Two, which aimed to measure the gambling behaviour of gaming venue staff, both within and outside their workplace, including gambling type (participation), frequency, duration and expenditure. These aspects of the gambling behaviour of the 533 respondents were measured by Questions 107 to 152 in the survey questionnaire, which asked only about gambling in the 12 months prior to the survey.

5.2 GAMBLING PARTICIPATION

In this section, gambling participation is considered in terms of overall participation in gambling, the number of different gambling activities respondents engaged in, participation rates for the different types of gambling, and participation in gambling inside and outside of the workplace.

5.2.1 Overall Gambling Participation

Overall, 95.9 per cent per cent of respondents reported participating in at least one of the gambling activities surveyed during the preceding 12 months. With such a high participation rate amongst the staff respondents, the profile of those who had participated in at least one form of gambling during the 12 months before the survey, in terms of their demographic and work characteristics, reflects that of the population of respondents.

5.2.2 Number of Gambling Activities

Amongst the respondents who gambled on any activity during the previous 12 months ($n = 511$), the average number of different gambling activities undertaken in preceding 12 months was 4.4 (std dev. = 2.130, std error = 0.088).

Table 5.1 shows the average number of gambling activities respondents engaged in during the previous 12 months for different demographic, workplace and employment variables. ANOVA statistics (for categorical variables) and Pearson correlation statistics (for numeric variables) are included where significant differences were apparent amongst groups.

From Table 5.1, it can be observed that the average number of gambling activities undertaken in the preceding 12 months was higher amongst respondents who:

- held a Gaming Industry Employee's Licence;
- assisted patrons with gambling-related activities;
- were aged 18-34 years;
- were male;
- had worked for a longer period of time in gaming venues.

Table 5-1: Number of gambling activities engaged in by gamblers for different demographic, workplace and employment variables

Characteristic		Average number of gambling activities ^a %
Employed in venue with EGMs operated by:	Tabcorp	4.48
	Tattersall's	4.17
Employment basis:	Permanent full-time	4.53
	Permanent part-time	4.13
	Casual	4.23
Job level:	Operational	4.20
	Supervisory	4.35
	Management	4.61
Holds Gaming Industry Employees Licence F = 12.648, p ≤ .000, df = 1	Yes	4.46
	No	3.44
Assists patrons with gambling activities: F = 15,219, p ≤ .000, df = 1	Yes	4.47
	No	3.38
Front vs back of house position:	Front-of-house	4.32
	Back-of-house	4.18
	Both	4.43
Can see the venue's gambling activities when at work:	Never	4.13
	Sometimes	4.35
	Most of the time	4.25
	Almost always	4.39
Type of venue employed in:	Hotel	4.42
	Club	4.32
Size of venue:	Large	4.39
	Small	4.31
Length of responsible gambling training:	None	3.73
	A few hours	4.61
	Half a day	4.06
	One day	4.37
	More than one day	4.48
Years working in gaming venues (r = 0.089, p ≤ .045)		
Age category	18-24 years	4.56
	25-34 years	4.88
	35-44 years	4.21
	45-54 years	4.13
	55 years or over	4.04
Sex:	Male	4.68
	Female	4.20

^a number of distinct gambling forms (out of 11) in which gamblers engaged during the preceding 12 months (n = 511). Gamblers were defined as respondents who had engaged in at least one of the surveyed gambling activities during the previous 12 months.

5.2.3 Participation in Different Gambling Activities

Table 5.2 shows participation in the various forms of gambling surveyed during the previous 12 months, as reported by the respondents. Of note is that:

- the most common activities were playing lottery-type games (77.9 per cent), followed by playing EGMs (77.3 per cent), betting on horse or greyhound races through a TAB (59.1 per cent), and buying instant scratch tickets for yourself (51.6 per cent);
- less common were betting on horse or greyhound races at a racetrack (46.3 per cent), playing Club Keno (35.5 per cent) and playing table games at a casino (22.1 per cent);
- least common were gambling privately with friends for money (13.5 per cent), playing bingo (12.2 per cent) and playing casino games on the internet (2.3 per cent).

Table 5-2: Participation in different gambling activities

Type of gambling	Participation % ^a
Bought instant scratch tickets for yourself	51.6
Played lotto or any other lottery game	77.9
Bet on horse or greyhound races at a racetrack	46.3
Played table games at a casino	22.1
Played casino games on the internet for money	2.3
Gambled privately with friends for money	13.5
Played bingo	12.2
Played Club Keno	35.5
Bet on horse or greyhound races at a TAB	59.1
Bet on a sporting event at a TAB	20.1
Played EGMs	77.3

^a based on a valid per centage of n = 533.

5.2.4 Gambling Participation Inside and Outside the Workplace

Table 5.3 shows the proportions of all respondents (n = 533) who gambled inside and outside their workplace during the 12 months before the survey on the various types of gambling potentially available in Victorian hotels and clubs. For all types of gambling, higher proportions of respondents gambled outside the workplace than they did at work. This result is to be expected, given that only about half of respondents were allowed to gamble in their workplace.

Table 5-3: Participation in different gambling activities inside and outside the workplace (all respondents)

Type of gambling	Inside workplace a %	Outside workplace ^a %
Played bingo	4.3	9.4
Played Club Keno	14.8	27.6
Bet on horse or greyhound races at a TAB	24.4	47.7
Bet on a sporting event at a TAB	9.8	13.9
Played EGMs	34.0	72.0

^a based on a valid percentage of n = 533.

Thus, it is important to also consider the proportions of staff allowed to gamble in their workplace, whose workplace offers each type of gambling, and who choose to gamble on that activity, as shown in the second column of Table 5.4. The third column shows the proportion of staff who, while allowed to gamble in their workplace, chose to gamble outside their workplace on different gambling activities. The fourth column shows the proportions of staff who are not able to gamble in their workplace but who gambled outside the workplace instead.

Key results from this analysis are that, during the previous 12 months:

- nearly one-third of respondents able to bet on Club Keno in their workplace did so (29.2 per cent); a similar proportion able to gamble on Club Keno in their workplace gambled outside their workplace on Club Keno (26.7 per cent); and a similar proportion not able to gamble on Club Keno in the workplace did so outside the workplace (28.5 per cent);
- over two-fifths of respondents able to bet on horse or greyhound races at a workplace TAB did so (42.0 per cent); nearly half of those able to bet on races at a workplace TAB bet outside their workplace at a TAB (48.0 per cent); and nearly half of those not able to gamble on races at a TAB in their workplace did so outside the workplace (47.2 per cent);
- about one in six respondents able to engage in sportsbetting at a workplace TAB did so (15.7 per cent); a similar proportion able to gamble on sportsbetting in their workplace gambled on this at a non-work TAB (14.2 per cent); and a similar proportion not able to gamble on sportsbetting at a workplace TAB did so outside the workplace (13.5 per cent);
- over three-fifths of respondents able to play EGMs in their workplace did so (62.4 per cent); over two-thirds of those able to gamble on EGMs in their workplace gambled on them outside their workplace (70 per cent); and nearly three-quarters of those not able to gamble on EGMs in the workplace did so outside the workplace (74.2 per cent).

Table 5-4: Gambling participation by respondents inside and outside their workplace

Type of gambling	Participation in workplace gambling by staff allowed to gamble inside the workplace		Participation in outside gambling by staff allowed to gamble in the workplace		Participation in outside gambling by staff not allowed to gamble in the workplace	
	N	%	N	%	N	%
Play Club Keno	257	29.2	257	26.7	276	28.5
Bet on horse/greyhound races	261	42.0	261	48.0	272	47.2
Bet on sporting events	261	15.7	261	14.2	272	13.5
Play EGMs	263	62.4	263	69.9	270	74.2

Participation in gambling in the workplace by staff allowed to gamble in their workplace, whose workplace offers each type of gambling, and who choose to gamble on that activity. on Club Keno, the TAB and EGMs were compared between hotel and club employees and large and small venues, as shown in Table 5.5. Cross-tabulation and chi square analysis of these results indicated that:

- the highest proportion of those allowed to and who played Club Keno in their workplace during the previous 12 months were employed in small hotels (30.4 per cent), followed by large clubs (29.9 per cent), large hotels (28.0 per cent), then small clubs (26.5 per cent). However, these differences were not significant;
- the highest proportion of those allowed to and who bet on horse or greyhound races at a workplace TAB during the previous 12 months were employed in small hotels (73.6 per cent), followed by large hotels (48.5 per cent), large clubs (34.6 per cent) and small clubs (29.3 per cent). These differences were significant ($\chi^2 = 30.110$, $p \leq .000$, $df = 3$);
- the highest proportion of those allowed to and who bet on a sporting event at a workplace TAB during the previous 12 months were employed in small hotels (26.4 per cent), followed by large hotels (21.2 per cent), small clubs (12.2 per cent), then large clubs (11.2 per cent). These differences were significant ($\chi^2 = 7.767$, $p \leq .050$, $df = 3$);
- the highest proportion of those allowed to and who gambled on EGMs in their workplace during the previous 12 months were employed in small hotels (68.9 per cent), followed by small clubs (68.4 per cent), large hotels (65.0 per cent), then large clubs (55.3 per cent). These differences were not significant;

Thus, gambling on horse or greyhound races or on sporting events at a workplace TAB for those allowed was most common for employees of small hotels, followed by large hotels, but there were no significant differences amongst venue types for participation in workplace gambling on Club Keno or EGMs.

Table 5-5: Respondents allowed to gamble in their workplace who do so, hotels vs clubs and small vs. large venues

Type of gambling	Small hotels ^{ab} %	Large hotels ^{ab} %	Small clubs ^{ab} %	Large clubs ^{ab} %
Play Club Keno in workplace	30.4%	28.0%	26.5%	29.9%
Bet on horse/greyhound races at a TAB in workplace	73.6%	48.5%	29.3%	34.6%
Bet on sporting events at a TAB in workplace	26.4%	21.2%	12.2%	11.2%
Play EGMs in workplace	68.9%	65.0%	68.4%	55.3%

^a based on a valid percentage of those able to gamble on the activity in their workplace (n = various).

^b small venues are defined as those with 40 or fewer EGMs; large venues were defined as those with more than 40 EGMs.

5.3 GAMBLING FREQUENCY

In this section, gambling frequency of the 533 survey respondents is considered in terms of overall frequency for each type of gambling, characteristics of those who gamble regularly on the most popular types of gambling, and gambling frequency inside and outside the workplace.

5.3.1 Overall Gambling Frequency

Respondents were asked to indicate the number of times per week, per month or per year that they gambled on each type of gambling surveyed during the previous 12 months. All responses were standardised to yearly frequency of gambling. Due to the presence of some extreme outliers, gambling frequencies were then categorised. Table 5.6 shows the frequency distributions for the respondents' frequency of gambling on the surveyed activities during the previous 12 months. Of note is that, on at least a **monthly** basis:

- about half of all respondents (50.1 per cent) played lottery-type games;
- over two-fifths (44.8 per cent) of all respondents played EGMs;
- about one-quarter of all respondents (25.7 per cent) bet on horse or greyhound races at a TAB;
- about one in five respondents (19.5 per cent) bought instant scratch tickets for themselves;
- about one in seven respondents (15.1 per cent) bet on horse or greyhound races at a racetrack;
- about one in eight respondents (13.0 per cent) played Club Keno;
- sportsbetting (7.5 per cent), bingo (5.3 per cent), casino table games (2.3 per cent) and internet casino games (1.0 per cent) were played by only small proportions of the staff respondents.

On a **weekly** basis:

- about one-third of all respondents (33.4 per cent) played lottery-type games;
- about one-sixth of all respondents played EGMs (18.0 per cent) and bet on horse or greyhound races at a TAB (14.3 per cent);
- only small proportions gambled on instant scratch tickets (7.3 per cent), horse or greyhound races at a racetrack (7.2 per cent), Club Keno (4.6 per cent), sportsbetting (2.8

per cent), bingo (1.7 per cent), private gambling (0.8 per cent), casino table games (0.4 per cent), and internet casino games (0.2 per cent).

Table 5-6: Frequency of gambling on different activities (all respondents)

	Never ^a %	Less than once/month ^a %	1-3 times/month ^a %	1-3 times/week ^a %	More than 3 times/week ^a %
Bought instant scratch tickets for yourself	48.4	32.1	12.2	6.9	0.4
Played lotto or any other lottery game	22.1	27.8	16.7	32.1	1.3
Bet on horse or greyhound races at a racetrack	53.7	31.3	7.9	5.3	1.9
Played table games at a casino	77.9	19.9	1.9	0.4	0.0
Played casino games on the internet for money	97.7	1.3	0.8	0.2	0.0
Gambled privately with friends for money	86.5	8.1	4.7	0.8	0.0
Played bingo	87.8	6.9	3.6	1.7	0.0
Played Club Keno	64.5	22.5	8.4	3.8	0.8
Bet on horse or greyhound races at a TAB	40.9	33.4	11.4	9.6	4.7
Bet on a sporting event at a TAB	79.9	12.6	4.7	2.4	0.4
Played EGMs	22.7	32.5	26.8	15.4	2.6

^a based on a valid per centage of n = 533.

5.3.2 Characteristics of Regular Gamblers

Regular gambling is defined here as gambling at least once a week on a particular gambling activity. Weekly gambling by the staff respondents on the surveyed activities has been reported above. In this section, the characteristics of regular gamblers amongst the staff respondents for each of the most popular types of non-lottery type gambling are considered – EGMs, betting on horse or greyhound races at a TAB and Club Keno. These were subjected to chi square analyses (for categorical variables) and ANOVA (for numeric variables) to test for significant differences amongst non-gamblers, non-regular gamblers and regular gamblers, with significant differences amongst these three groups shown in Table 5.7.

From Table 5.7, it can be observed that, amongst the **regular EGM** gamblers, higher proportions:

- held a Gaming Industry Employee's Licence;
- assisted patrons with gambling activities;
- held a front-of-house position, or a position that combined front-of-house and back-of-house duties;
- were aged 35 years or older;
- had worked for a longer time in gaming venues (average 9.1 years).

Table 5-7: Demographic, workplace and employment characteristics for regular, non-regular and non-gamblers on EGMs

Characteristic		Non-gamblers ^a %	Non-Regular gamblers ^b %	Regular gamblers ^c %
Employed in venue with EGMs operated by:	Tabcorp	22.4	60.3	17.4
	Tattersall's	23.1	57.9	19.0
Employment basis:	Permanent full-time	22.5	61.5	16.0
	Permanent part-time	13.1	63.1	23.8
	Casual	26.8	54.6	18.6
Job level:	Operational	24.8	56.5	18.7
	Supervisory	16.4	61.0	22.6
	Management	25.3	61.7	13.0
Holds Gaming Industry Employee's Licence ($17.458, p \leq .000, df = 2$)	Yes	20.3	60.0	19.7
	No	42.9	51.8	5.4
Assists patrons with gambling activities: ($X^2 = 12.569, p \leq .002, df = 2$)	Yes	20.8	59.5	19.7
	No	37.3	57.6	5.1
Front vs back of house position: ($X^2 = 15.632, p \leq 0.04, df = 4$)	Front-of-house	20.6	58.9	20.6
	Back-of-house	44.2	51.2	4.7
	Both	21.1	61.8	17.2
Can see the venue's gambling activities when at work:	Never	37.5	31.3	31.3
	Sometimes	25.5	63.6	10.9
	Most of the time	25.2	55.9	18.9
	Almost always	20.9	61.2	18.0
Type of venue employed in:	Hotel	22.0	59.9	18.1
	Club	22.7	59.2	18.1
Size of venue:	Large	24.0	59.7	16.3
	Small	20.6	58.8	20.6
Years working in gaming venues:	($F = 5.451, p \leq .005, df = 2$)	7.1 years	8.8 years	9.1 years
Length of responsible gambling training:	None	41.8	49.1	9.1
	A few hours	25.0	57.1	17.9
	Half a day	25.0	62.5	12.5
	One day	24.4	61.5	14.1
	More than one day	18.6	59.8	21.6
Age category ($X^2 = 17.735, p \leq .023, df = 8$)	18-24 years	26.9	59.7	13.4
	25-34 years	23.4	63.7	12.9
	35-44 years	26.0	57.7	16.3
	45-54 years	18.0	62.4	19.5
	55 years or over	17.3	49.3	33.3
Sex:	Male	29.7	51.2	19.2
	Female	19.0	63.3	17.6

a based on the valid per centage of n = 533 who never gambled on EGMs during the last 12 months.

b based on the valid per centage of n = 533 who gambled less than weekly on EGMs during the last 12 months.

c based on the valid per centage of n = 533 who gambled at least weekly on EGMs during the last 12 months.

Table 5.8, on the following page, shows frequency distributions and significant differences amongst the work, employment and demographic characteristics of non-gamblers, non-regular gamblers and regular gamblers on horse or greyhound betting at a TAB.

From Table 5.8, it can be observed that, amongst the **regular** gamblers on **horse or greyhound races at a TAB**, higher proportions:

- worked in venues where the EGMs were operated by Tabcorp rather than Tattersall's;
- worked in hotels rather than clubs;
- were aged 18-24 years or 45 years and over;
- were male

Table 5-8: Demographic, workplace and employment characteristics for regular, non-regular and non-gamblers on horse and greyhound races at a TAB

Characteristic		Non-gamblers ^a %	Non-Regular gamblers ^b %	Regular gamblers ^c %
Employed in venue with EGMs operated by: ($\chi^2 = 8.909$, $p \leq .012$, $df = 2$)	Tabcorp	36.6	46.7	17.0
	Tattersall's	47.7	42.1	10.2
Employment basis:	Permanent full-time	40.1	44.3	15.6
	Permanent part-time	42.9	44.0	13.1
	Casual	40.4	46.4	13.1
Job level:	Operational	43.9	43.0	13.1
	Supervisory	40.3	44.0	15.7
	Management	36.4	48.7	14.9
Holds Gaming Industry Employee's Licence:	Yes	39.7	45.2	15.0
	No	50.0	42.9	7.1
Assists patrons with gambling activities:	Yes	39.4	45.6	15.0
	No	52.5	39.0	8.5
Front vs back of house position:	Front-of-house	39.7	47.2	13.1
	Back-of-house	41.9	41.9	16.3
	Both	42.6	41.7	15.7
Can see the venue's gambling activities	Never	25.0	56.3	18.8
	Sometimes	34.5	56.4	9.1
	Most of the time	42.3	41.4	16.2
	Almost always	42.0	43.5	14.5
Type of venue employed in: ($\chi^2 = 8.134$, $p \leq .017$, $df = 2$)	Hotel	32.2	52.0	15.8
	Club	45.0	41.4	13.6
Size of venue:	Large	44.9	43.1	12.0
	Small	36.6	46.5	16.9
Years working in gaming venues		7.8 years	8.8 years	9.1 years
Length of responsible gambling training:	None	45.5	40.0	14.5
	A few hours	35.7	50.0	14.3
	Half a day	46.9	40.6	12.5
	One day	42.3	46.2	11.5
	More than one day	39.0	45.4	15.5
Age category ($\chi^2 = 18.142$, $p \leq .020$, $df = 8$)	18-24 years	41.8	40.3	17.9
	25-34 years	33.9	56.5	9.7
	35-44 years	50.4	40.7	8.9
	45-54 years	38.3	41.4	20.3
	55 years or over	38.7	44.0	17.3
Sex: ($\chi^2 = 28.910$, $p \leq .000$, $df = 2$)	Male	36.0	37.8	26.2
	Female	43.1	48.2	8.7

^abased on the valid per centage of n = 533 who never gambled on horse or greyhound races at a TAB during the last 12 months.^bbased on valid per centage of n = 533 who gambled < weekly on horse or greyhound races at a TAB during the last 12 months.^cbased on valid per centage of n = 533 who gambled at least weekly on horse or greyhound races at a TAB during the last 12 months

Table 5.9 shows frequency distributions and significant differences amongst the work, employment and demographic characteristics of non-gamblers, non-regular gamblers and regular gamblers on Club Keno.

From Table 5.9, it can be observed that, amongst the **regular** gamblers on **Club Keno**, higher proportions:

- held a Gaming Employee's Licence;
- assisted patrons with gambling activities;
- had only a few hours training in responsible gambling;
- had worked for a longer time in gaming venues (average 10.1 years).

Table 5-9: Demographic, workplace and employment characteristics for regular, non-regular and non-gamblers on Club Keno

Characteristic		Non-gamblers ^a %	Non-Regular gamblers ^b %	Regular gamblers ^c %
Employed in venue with EGMs operated by: ($\chi^2 = 8.909$, $p \leq .012$, $df = 2$)	Tabcorp	61.8	34.4	3.8
	Tattersall's	68.5	25.9	5.6
Employment basis:	Permanent full-time	61.8	32.8	5.3
	Permanent part-time	63.1	31.0	6.0
	Casual	68.9	28.4	2.7
Job level:	Operational	69.2	26.2	4.7
	Supervisory	59.7	35.8	4.4
	Management	63.0	32.5	4.5
Holds Gaming Industry Employee's	Yes	61.7	33.4	4.9
	No	89.3	10.7	0.0
Assists patrons with gambling activities:	Yes	61.4	33.5	5.1
	No	89.8	10.2	0.0
Front vs back of house position:	Front-of-house	66.3	28.7	5.0
	Back-of-house	76.7	23.3	0.0
	Both	59.3	35.8	4.9
Can see the venue's gambling activities	Never	68.8	25.0	6.3
	Sometimes	72.7	23.6	3.6
	Most of the time	67.6	33.0	4.3
	Almost always	62.6	33.0	4.3
Type of venue employed in: ($\chi^2 = 8.134$, $p \leq .017$, $df = 2$)	Hotel	63.3	31.6	5.1
	Club	65.2	30.6	4.2
Size of venue:	Large	60.4	34.3	5.3
	Small	69.1	27.2	3.7
Years working in gaming venues		7.9 years	9.3 years	10.1 years
Length of responsible gambling training:	None	87.3	12.7	0.0
	A few hours	71.4	17.9	10.7
	Half a day	81.3	15.6	3.1
	One day	59.0	33.3	7.7
	More than one day	58.8	36.9	4.3
Age category ($\chi^2 = 18.142$, $p \leq .020$, $df = 8$)	18-24 years	65.7	31.3	3.0
	25-34 years	59.7	36.3	4.0
	35-44 years	61.8	33.3	4.9
	45-54 years	66.2	28.6	5.3
	55 years or over	70.7	24.0	5.3
Sex: ($\chi^2 = 28.910$, $p \leq .000$, $df = 2$)	Male	64.0	29.7	6.4
	Female	64.7	31.7	3.6

^abased on the valid per centage of n = 533 who never gambled on Club Keno during the last 12 months.^bbased on the valid per centage of n = 533 who gambled less than weekly on Club Keno during the last 12 months.^cbased on the valid per centage of n = 533 who gambled at least weekly on Club Keno during the last 12 months.

5.3.3 Gambling Frequency Inside and Outside the Workplace

Table 5.10 compares the categorised frequency distributions of gambling inside and outside the workplace, for those types of gambling provided by hotels and clubs. In all cases, higher proportions of respondents gambled outside the workplace than within it on at least a **monthly** basis:

- about one-third of all respondents (33.8 per cent) played EGMs outside their workplace, and 18.5 per cent played EGMs inside their workplace;
- nearly one-fifth of all respondents (18.8 per cent) bet on horse or greyhound races at a TAB outside their workplace, and 12.4 per cent did so inside their workplace;
- about one respondent in 12 (8.4 per cent) played Club Keno outside their workplace, and 6.6 per cent did so inside their workplace;
- smaller proportions of respondents bet on a sporting event at a TAB outside their workplace (5.4 per cent), bet on a sporting event at a TAB inside their workplace (3.2 per cent), played bingo outside their workplace (4.1 per cent) and played bingo inside their workplace (1.9 per cent).

However, the differences in proportions of respondents who gambled inside and outside the workplace on a monthly basis were much larger than for those who gambled at least **weekly**. That is, there are similar proportions of all respondents who are regular gamblers in the workplace and regular gamblers outside the workplace on at least a weekly basis:

- nearly one in ten respondents played EGMs outside the workplace (9.8 per cent), while 9.1 per cent played EGMs inside the workplace;
- 9.0 per cent bet on horse or greyhound races at a non-work TAB, while 7.7 per cent bet on horse or greyhound races at a workplace TAB;
- 3.0 per cent played Club Keno outside of work, while 2.5 per cent played Club Keno in the workplace;
- small proportions of staff played bingo outside the workplace (1.1 per cent) and inside the workplace (0.6 per cent);
- 1.9 per cent of respondents bet on a sporting event at a TAB inside the workplace (1.9 per cent) while 1.5 per cent bet on a sporting event at a TAB outside the workplace (1.5 per cent).

Table 5-10: Frequency of gambling inside and outside the workplace (all respondents)

	Never ^a %	Less than once/ month ^a %	1-3 times/ month ^a %	1-3 times/ week ^a %	More than 3 times/ week ^a %
Played bingo in workplace	95.7	2.4	1.3	0.6	0.0
Played bingo outside workplace	90.6	5.3	3.0	1.1	0.0
Played Club Keno in workplace	85.2	8.3	4.1	1.9	0.6
Played Club Keno outside workplace	72.4	19.1	5.4	2.8	0.2
Bet on horse or greyhound races at a TAB in workplace	75.6	12.0	4.7	4.9	2.8
Bet on horse or greyhound races at a TAB outside workplace	52.3	28.9	9.8	7.7	1.3
Bet on a sporting event at a TAB in workplace	90.2	6.6	1.3	1.7	0.2
Bet on a sporting event at a TAB outside workplace	86.1	8.4	3.9	1.3	0.2
Played EGMs in workplace	66.0	15.6	9.4	8.3	0.8
Played EGMs outside workplace	28.0	38.3	24.0	9.2	0.6

^a based on the valid percentage of all respondents (n = 533).

The preceding table has presented frequency distributions for gambling frequency amongst all respondents. However, a more meaningful comparison of the frequency of gambling on activities which can be played either within or outside of the workplace is between:

- the proportion of respondents who are allowed to gamble on that activity in their workplace, whose workplace provides that activity, and who gamble on that activity inside the workplace;
- the proportion of respondents who are allowed to gamble on that activity in their workplace, whose workplace provides that activity, but who gamble on that activity outside the workplace;
- the proportion of respondents who are not allowed to gamble on that activity in their workplace, and who gamble on that activity outside the workplace.

Such a comparison, shown in Table 5.11, provides a better indication of the proportions of staff who choose to gamble on the activities available to them. When gambling on an activity on at least a **monthly** basis is considered:

- higher proportions of staff who can gamble on Club Keno in their workplace do so at least monthly (12.5 per cent), compared to the proportions of the other two groups who engage in this activity outside work at least monthly;
- higher proportions of staff who can bet on horse and greyhound races at a TAB in their workplace do so at least monthly (21.7 per cent), compared to the proportions of the other two groups who engage in this activity outside work at least monthly;
- there is less variation between groups for sportsbetting and playing EGMs.

When gambling on an activity on at least a **weekly** basis is considered:

- higher proportions of staff who can gamble on Club Keno in their workplace do so at least weekly (4.6 per cent), compared to the proportions of the other two groups who engage in this activity outside work at least weekly;
- higher proportions of staff who can bet on horse and greyhound races at a TAB in their workplace do so at least weekly (13.9 per cent), compared to the proportions of the other two groups who engage in this activity outside work at least weekly;
- higher proportions of staff who can bet on sporting events at a TAB in their workplace do so at least weekly (2.9 per cent), compared to the proportions of the other two groups who engage in this activity outside work at least weekly;
- higher proportions of staff who can play EGMs in their workplace do so at least weekly (15.8 per cent), compared to the proportions of the other two groups who engage in this activity outside work at least weekly.

Table 5-11: Frequency of gambling inside and outside the workplace for staff who can and cannot gamble in their workplace

Type of gambling	Can gamble in workplace	N	Never %	Less than once/month %	1-3 times/month %	1-3 times/week %	More than 3 times/week %
Club Keno inside the workplace ^a	Yes	257	71.8	15.8	7.9	3.8	0.8
Club Keno outside the workplace ^b	Yes	257	73.3	18.0	5.3	3.0	0.4
Club Keno outside the workplace ^c	No	276	71.5	20.2	5.6	2.6	0.0
Horse/greyhound betting at TAB inside workplace ^a	Yes	261	58.0	20.3	7.8	9.3	4.6
Horse/greyhound betting at TAB outside workplace ^b	Yes	261	52.0	29.2	10.3	7.1	1.4
Horse/greyhound betting at TAB outside workplace ^c	No	272	52.8	28.6	9.1	8.3	1.2
Sportsbetting at TAB inside the workplace ^a	Yes	261	84.3	10.7	2.1	2.5	0.4
Sportsbetting at TAB outside the workplace ^b	Yes	261	85.8	7.5	4.6	1.8	0.4
Sportsbetting at TAB outside the workplace ^c	No	272	86.5	9.5	3.2	0.8	0.0
EGMs inside the workplace ^a	Yes	263	37.6	29.3	17.3	14.3	1.5
EGMs outside the workplace ^b	Yes	263	30.1	42.9	20.7	6.4	0.0
EGMs outside the workplace ^c	No	270	25.8	33.7	27.3	12.0	1.1

^a based on the valid per centage of n = 533 who never gambled on Club Keno during the last 12 months.

^b based on the valid per centage of n = 533 who gambled less than weekly on Club Keno during the last 12 months.

^c based on the valid per centage of n = 533 who gambled at least weekly on Club Keno during the last 12 months.

5.3.4 Characteristics of Regular Workplace Gamblers

Regular workplace gambling is defined here as gambling at least once a week on a particular gambling activity in the workplace. Weekly gambling by the staff respondents on the surveyed workplace activities has been reported above. In this section, the characteristics of regular gamblers amongst the staff respondents for each of the most popular types of workplace gambling are considered – EGMs, and betting on horse or greyhound races at a TAB. These were subjected to chi square analyses to test for significant differences amongst non-gamblers, non-regular gamblers and regular gamblers. Numbers of regular gamblers on the remaining types of non-lottery gambling were too small for chi square analyses.

Table 5.12 shows frequency distributions and significant differences amongst the work, employment and demographic characteristics of non-gamblers, non-regular gamblers and regular gamblers on EGMs in the workplace.

From Table 5.12, it can be observed that, amongst the **regular** gamblers on **EGMs in the workplace**, higher proportions:

- held a Gaming Employee's Licence;
- assisted patrons with gambling activities

Table 5-12: Demographic, workplace and employment characteristics for regular, non-regular and non-gamblers on workplace EGMs

Characteristic		Non-gamblers ^a %	Non-Regular gambler ^b %	Regular gamblers ^c %
Employed in venue with EGMs operated by:	Tabcorp	41.8	44.5	13.7
	Tattersall's	32.5	49.2	18.3
Employment basis:	Permanent full-time	39.3	44.3	16.4
	Permanent part-time	33.3	47.4	19.3
	Casual	36.5	50.6	12.9
Job level:	Operational	39.8	43.5	16.7
	Supervisory	32.3	49.5	18.3
	Management	39.3	49.2	11.5
Holds Gaming Industry Employee's Licence: ($\chi^2 = 9.021$, $p \leq .011$, $df = 2$)	Yes	34.1	48.7	17.2
	No	61.3	32.3	6.5
Assists patrons with gambling activities: ($\chi^2 = 6.686$, $p \leq .035$, $df = 2$)	Yes	34.4	48.0	17.6
	No	54.1	40.5	5.4
Front vs back of house position:	Front-of-house	37.4	46.9	15.6
	Back-of-house	60.9	34.8	4.3
	Both	31.2	49.5	19.4
Can see the venue's gambling activities:	Never	68.8	25.0	6.2
	Sometimes	67.3	23.6	9.1
	Most of the time	66.7	24.3	9.0
	Almost always	65.2	25.5	9.3
Type of venue employed in:	Hotel	32.3	52.3	15.4
	Club	38.7	45.2	16.1
Size of venue:	Large	43.1	42.3	14.6
	Small	31.4	51.4	17.1
Years working in gaming venues		7.8 years	9.0 years	8.7 years
Length of responsible gambling training:	None	72.7	21.8	5.5
	A few hours	85.7	14.3	0.0
	Half a day	62.5	31.2	6.2
	One day	69.2	26.9	3.8
	More than one day	62.5	25.3	12.2
Age category	18-24 years	29.6	55.6	14.8
	25-34 years	38.7	50.0	11.3
	35-44 years	38.1	47.6	14.3
	45-54 years	41.7	40.3	18.1
	55 years or over	23.5	50.0	26.5
Sex:	Male	35.9	43.6	20.5
	Female	37.5	48.4	14.1

^abased on the valid per centage of n = 266 (no. of respondents who are allowed to gamble on EGMs in their workplace) who never gambled on EGMs in their workplace during the last 12 months.

^bbased on the valid per centage of n = 266 (no. of respondents who are allowed to gamble on EGMs in their workplace) who gambled less than weekly on EGMs in their workplace during the last 12 months.

^cbased on the valid per centage of n = 266 (no. of respondents who are allowed to gamble on EGMs in their workplace) who gambled at least weekly on EGMs in their workplace during the last 12 months.

Table 5.13 shows frequency distributions and significant differences amongst the work, employment and demographic characteristics of non-gamblers, non-regular gamblers and regular gamblers on horse or greyhound races at a workplace TAB.

From Table 5.13, it can be observed that, amongst the **regular** gamblers on **horse or greyhound races at a workplace TAB**, higher proportions:

- worked in a venue whose EGMs were operated by Tabcorp, rather than Tattersall's;
- worked in a hotel, rather than a club;
- were male.

Table 5-13: Demographic, workplace and employment characteristics for regular, non-regular and non-gamblers on horse and greyhound racing at a TAB in the workplace

Characteristic		Non-gamblers ^a %	Non-Regular gamblers ^b %	Regular gamblers ^c %
Employed in venue with EGMs operated by: ($\chi^2 = 21.856$, $p \leq .000$, $df = 2$)	Tabcorp	48.0	33.0	19.0
	Tattersall's	75.5	19.6	4.9
Employment basis:	Permanent full-time	62.4	24.8	12.8
	Permanent part-time	56.9	27.5	15.7
	Casual	51.6	33.7	14.7
Job level:	Operational	51.8	34.2	14.0
	Supervisory	63.3	21.4	15.3
	Management	60.6	27.3	12.1
Holds Gaming Industry Employee's Licence:	Yes	59.0	27.3	13.7
	No	48.3	37.9	13.8
Assists patrons with gambling activities:	Yes	58.5	27.4	14.1
	No	51.6	35.5	12.9
Front vs back of house position:	Front-of-house	55.0	31.3	13.8
	Back-of-house	52.4	23.8	23.8
	Both	62.9	24.7	12.4
Can see the venue's gambling activities:	Never	56.2	31.2	12.5
	Sometimes	69.1	23.6	7.3
	Most of the time	80.2	11.7	8.1
	Almost always	76.2	16.2	7.5
Type of venue employed in: $\chi^2 = 27.700$, $p \leq .000$, $df = 2$	Hotel	35.2	46.6	18.2
	Club	67.9	20.0	12.1
Size of venue:	Large	62.4	26.2	11.3
	Small	53.3	30.4	16.3
Years working in gaming venues:		8.7 years	7.9 years	9.5 years
Length of responsible gambling training:	None	65.5	23.6	10.9
	A few hours	71.4	21.4	7.1
	Half a day	81.2	9.4	9.4
	One day	79.5	12.8	7.7
	More than one day	75.9	16.8	7.3
Age category:	18-24 years	50.0	33.3	16.7
	25-34 years	65.2	29.0	5.8
	35-44 years	65.6	24.6	9.8
	45-54 years	51.4	29.2	19.4
	55 years or over	48.6	25.7	25.7
Sex: ($\chi^2 = 13.164$, $p \leq .001$, $df = 2$)	Male	52.4	22.0	25.6
	Female	60.0	30.8	9.2

^abased on the valid percentage of $n = 281$ (no. of respondents who are allowed to gamble on a TAB in their workplace) who never gambled on horse or greyhound races at a TAB in their workplace during the last 12 months.

^bbased on the valid percentage of $n = 281$ (no. of respondents who are allowed to gamble on a TAB in their workplace) who gambled less than weekly on horse or greyhound races at a TAB during the last 12 months.

^cbased on the valid percentage of $n = 281$ (no. of respondents who are allowed to gamble on a TAB in their workplace) who gambled at least weekly on horse or greyhound races at a TAB during the last 12 months.

5.4 GAMBLING EXPENDITURE

The survey respondents were asked how much money, not including winnings, they spent on each type of gambling surveyed in a typical month (during the last 12 months). This section presents and analyses these results in terms of overall gambling expenditure, expenditure on each type of gambling, expenditure by regular gamblers, and expenditure on gambling inside and outside of the workplace. However, due to the consistent unreliability of self-reported expenditure figures in previous research when compared to expenditure figures from official sources (Centre for Gambling Research, 2004a), the reported expenditure figures from the current survey should be viewed with caution.

5.4.1 Overall Gambling Expenditure

The reported total average amount spent per month on gambling per respondent was \$148.291, which was computed by summing the reported monthly expenditures on each type of gambling and then computing the mean expenditure (after one outlier of \$19,000 per month was removed).

5.4.2 Expenditure on Each Type of Gambling

Respondents were asked to indicate their typical monthly expenditure on each type of gambling. Due to the presence of outliers, gambling expenditure figures were categorised, as presented in Table 5.14. From this table, it is apparent that, amongst **all respondents**:

- nearly 70 per cent reported some expenditure on EGMs (69.8 per cent) and lottery-type games (69.2 per cent);
- about one-half (51.8 per cent) reported some expenditure on betting on horse or greyhound races through a TAB;
- about one-third (32.0 per cent) reported some expenditure on betting on horse or greyhound races at a racetrack;
- over two-fifths (44.3 per cent) bought instant scratch tickets for themselves;
- over one-fifth (28.6 per cent) reported some expenditure on Club Keno;
- fewer than one in five reported some expenditure on sportsbetting through a TAB (18.2 per cent), casino table games (16.1 per cent), gambling privately with friends for money (11.1 per cent), and playing bingo (9.6 per cent);
- very few reported any expenditure on internet casino games (1.5 per cent).

When expenditure of more than \$20 per month is considered amongst **all respondents**, it is apparent that:

- two-fifths (41.0 per cent) reported spending more than \$20 per month on EGMs;
- one-third (33.0 per cent) reported spending more than \$20 per month on playing lottery-type games;
- one-fifth (19.0 per cent) reported spending more than \$20 per month on betting on horse or greyhound races at a TAB;

- one in eight (11.9 per cent) reported spending more than \$20 per month on betting on horse or greyhound races at a racetrack;
- one in thirteen (7.6 per cent) reported spending more than \$20 per month on casino table games;
- very small proportions reported spending more than \$20 per month on the other gambling activities surveyed.

Table 5-14: Monthly expenditure on different gambling activities (all respondents)

Monthly expenditure in \$	0 ^a %	1-5 ^a %	6-10 ^a %	11-20 ^a %	21-40 ^a %	41-60 ^a %	61-80 ^a %	81-100 ^a %	100+ ^a %
Instant scratch tickets	55.7	29.8	10.2	3.6	0.6	0.0	0.0	0.0	0.0
Lottery-type games	30.8	12.6	11.4	12.2	17.3	7.1	3.9	1.9	2.8
Racetrack betting	68.0	9.8	4.9	5.5	2.3	4.9	0.4	1.9	2.4
Casino table games	83.9	3.4	2.3	2.8	0.9	2.4	0.2	3.2	0.9
Internet casino games	98.5	0.4	0.4	0.2	0.0	0.4	0.0	0.2	0.0
Private gambling	88.9	3.4	3.0	2.6	0.2	1.1	0.0	0.4	0.4
Bingo	90.4	1.5	0.8	3.0	1.7	0.8	0.9	0.6	0.4
Club Keno	71.4	14.3	6.4	3.9	2.3	0.6	0.4	0.0	0.8
Horse/greyhound races at a TAB	48.2	16.3	9.2	7.3	4.7	5.3	1.1	2.8	5.1
Sportsbetting at a TAB	81.8	6.9	4.1	2.3	1.9	1.9	0.2	0.6	0.4
EGMs	30.2	9.8	9.4	9.6	7.1	9.0	2.6	7.3	15.0

^abased on a valid per centage of n = 533.

The preceding table has presented frequency distributions for gambling expenditure amongst all 533 respondents. However, it is useful to consider the frequency distributions of gambling expenditure amongst the subset of respondents who gambled on each activity in the preceding 12 months. Thus, Table 5.15 indicates how much participants spent on each type of gambling.

When expenditure by **participants** of more than \$20 per month is considered, it is apparent that:

- more than one-half of those who gambled on EGMs (58.9 per cent) reported spending more than \$20 per month;
- nearly one-half of those who gambled on lottery-type games (47.7 per cent), casino table games (47.7 per cent) and bingo (45.0 per cent) reported spending more than \$20 per month;
- over one-third of those who gambled on internet casino games (37.5 per cent), and horse or greyhound races at a racetrack (37.1 per cent) or a TAB (36.6 per cent) reported spending more than \$20 per month;
- over one-quarter of those who gambled on sportsbetting at a TAB (26.8 per cent) reported spending more than \$20 per month;

- about one in five of those who gambled privately with friends for money (18.7 per cent) reported spending more than \$20 per month;
- about one in seven of those who gambled on Club Keno (13.8 per cent) reported spending more than \$20 per month;
- a very small proportion of those who gambled on instant scratch tickets (1.3 per cent) reported spending more than \$20 per month.

Table 5-15: Monthly expenditure on different gambling activities (all gamblers)

Monthly expenditure in \$	1-5 ^a %	6-10 ^a %	11-20 ^a %	21-40 ^a %	41-60 ^a %	61-80 ^a %	81-100 ^a %	100+ ^a %
Instant scratch tickets (n = 235)	67.7	23.0	8.1	1.3	0.0	0.0	0.0	0.0
Lottery-type games (n = 369)	18.2	16.5	17.6	24.9	10.3	5.7	2.7	4.1
Racetrack betting (n = 170)	30.6	15.3	17.1	7.1	15.3	1.2	5.9	7.6
Casino table games (n = 86)	20.9	14.0	17.4	5.8	15.1	1.2	19.8	5.8
Internet casino games (n = 8)	25.0	25.0	12.5	0.0	25.0	0.0	12.5	0.0
Private gambling (n = 59)	30.5	27.1	23.7	1.7	10.2	0.0	3.4	3.4
Bingo (n = 51)	15.7	7.8	31.4	17.6	7.8	9.8	5.9	3.9
Club Keno (n = 152)	50.0	22.4	13.8	7.9	2.0	1.3	0.0	2.6
Horse/greyhound races at a TAB (n = 276)	31.5	17.8	14.1	9.1	10.1	2.2	5.4	9.8
Sportsbetting at a TAB (n = 97)	38.1	22.7	12.4	10.3	10.3	1.0	3.1	2.1
EGMs (n = 372)	14.0	13.4	13.7	10.2	12.9	3.8	10.5	21.5

^a based on a valid per centage of participants in each form of gambling, therefore n = various.

5.4.3 Gambling Expenditure of Regular Gamblers

Cross-tabulations and chi square analyses were conducted to compare monthly expenditure between regular (at least weekly) and non-regular (less than weekly) gamblers on each non-lottery gambling activity. Significant differences are shown in Table 5.16.

From Table 5.16, it can be observed that higher proportions of **regular** than of non-regular gamblers spent:

- more than \$10 per month on racetrack betting;
- more than \$10 per month on Club Keno;
- more than \$10 per month on horse or greyhound betting at a TAB;
- more than \$20 per month on EGMs.

Numbers were too small to conduct chi square analyses on expenditure amongst non-regular and regular gamblers on the remaining types of non-lottery activities.

Table 5-16: Monthly expenditure of regular and non-regular gamblers on different gambling activities

	Non-regular gamblers ^a %	Regular gamblers ^b %
Racetrack betting	$\chi^2 = 11.542, p \leq .009, df = 3$	
\$0	41.3	26.3
\$1-\$10	29.8	18.4
\$11-\$21	8.7	10.5
\$20 and over	20.2	44.7
Club Keno	$\chi^2 = 23.593, p \leq .000, df = 3$	
\$0	24.2	12.5
\$1-\$10	59.4	33.3
\$11-\$21	9.7	16.7
\$20 and over	6.7	37.5
Horse and greyhound betting at TAB	$\chi^2 = 101.804, p \leq .000, df = 3$	
\$0	20.5	5.3
\$1-\$10	51.5	6.6
\$11-\$21	11.7	13.2
\$20 and over	16.3	75.0
EGMs	$\chi^2 = 59.687, p \leq .000, df = 3$	
\$0	14.6	6.3
\$1-\$10	30.4	2.1
\$11-\$21	13.6	6.3
\$20 and over	41.5	85.4

^a based on the per centage of respondents who gambled on that activity at least weekly, therefore n = various.

^b based on the per centage of respondents who gambled on that activity less than weekly, therefore n = various.

5.4.4 Gambling Expenditure Inside and Outside the Workplace

The frequency distributions of expenditure amongst all respondents on gambling inside and outside of the workplace were compared for those forms of gambling which can be provided by hotels and clubs, as presented in Table 5.17.

From Table 5.17, it is apparent that, amongst **all respondents**:

- about two-thirds reported expenditure on EGMs outside the workplace (64.7 per cent), compared to less than one-third who reported expenditure on EGMs inside the workplace (29.3 per cent);
- about two-fifths reported expenditure on horse or greyhound races at a TAB outside the workplace (41.8 per cent), compared to one-fifth who reported expenditure on EGMs inside the workplace (20.3 per cent);

- about one-fifth reported expenditure on Club Keno outside the workplace (21.2 per cent), compared to about one-seventh who reported expenditure on Club Keno inside the workplace (13.5 per cent);
- about one-eighth reported expenditure on sportsbetting at a TAB outside the workplace (12.4 per cent), compared to about one-eleventh who reported expenditure on sportsbetting at a TAB inside the workplace (9.0 per cent);
- about one in thirteen reported expenditure on bingo outside the workplace (7.5 per cent), compared to about 3.0 per cent who reported expenditure on bingo inside the workplace.

When expenditure of \$20 or more per month is considered amongst **all respondents**, it is apparent that:

- nearly one-third (31.7 per cent) reported spending more than \$20 per month on EGMs outside the workplace, compared to 13.9 per cent who reported spending more than \$20 per month on EGMs inside the workplace;
- 12.9 per cent reported spending more than \$20 per month on betting on horse or greyhound races at a TAB outside the workplace, compared to 6.7 per cent who reported spending more than \$20 per month on horse or greyhound races at a TAB inside the workplace;
- 3.5 per cent reported spending more than \$20 per month on bingo outside the workplace, compared to 1.3 per cent who reported spending more than \$20 per month on bingo inside the workplace;
- 2.9 per cent reported spending more than \$20 per month on sportsbetting outside the workplace, compared to 1.2 per cent who reported spending more than \$20 per month on sportsbetting inside the workplace;
- 2.1 per cent reported spending more than \$20 per month on Club Keno outside the workplace, compared to 1.6 per cent who reported spending more than \$20 per month on Club Keno inside the workplace;

Table 5-17: Monthly expenditure on different gambling activities inside and outside workplace (all respondents)

Monthly expenditure in \$	0 ^a %	1-5 ^a %	6-10 ^a %	11-20 ^a %	21-40 ^a %	41-60 ^a %	61-80 ^a %	81-100 ^a %	100+ ^a %
Bingo in workplace	97.0	0.4	0.2	1.1	1.1	0.2	0.0	0.0	0.0
Bingo outside workplace	92.5	1.3	0.8	2.1	1.1	0.6	0.8	0.6	0.4
Club Keno in workplace	86.5	8.6	1.7	1.7	0.8	0.6	0.0	0.2	0.0
Club Keno outside workplace	78.8	10.9	5.5	2.8	1.3	0.2	0.0	0.2	0.4
Horse/greyhound races at TAB in workplace	79.7	5.6	4.3	3.6	1.5	2.6	0.2	0.9	1.5
Horse/greyhound races at TAB outside	58.2	14.1	7.5	7.3	2.6	4.5	0.6	2.4	2.8
Sportsbetting at a TAB in workplace	91.0	3.2	3.4	1.3	0.4	0.4	0.0	0.4	0.0
Sportsbetting at a TAB outside work	87.6	4.9	3.0	1.7	0.6	1.7	0.0	0.2	0.4
EGMs in workplace	70.7	7.3	3.9	4.1	2.4	3.4	0.6	3.6	3.9
EGMs outside workplace	35.3	13.9	8.8	10.3	4.1	9.2	1.1	9.8	7.5

^a based on a valid per centage of n = 533.

The preceding table has presented frequency distributions for gambling expenditure amongst all respondents. However, a more meaningful comparison of expenditure on gambling on activities which can be played either within or outside of the workplace is between:

- the proportion of respondents who are allowed to gamble on that activity in their workplace, whose workplace provides that activity, and who gamble on that activity inside the workplace;
- the proportion of respondents who are allowed to gamble on that activity in their workplace, whose workplace provides that activity, but who gamble on that activity outside the workplace;
- the proportion of respondents who are not allowed to gamble on that activity in their workplace, and who gamble on that activity outside the workplace.

Thus, Table 5.18 summarises expenditure by those **willing and able** to gamble on each activity. It can be observed that:

- there are few differences in the patterns of expenditure amongst the three groups for Club Keno, horse and greyhound betting at a TAB, and sportsbetting;
- a higher proportion of those not allowed to gamble on EGMs in their workplace than those allowed to gamble in their workplace spend more than \$20 per month on EGM gambling.

Table 5-18: Monthly expenditure on different gambling activities inside and outside workplace (all gamblers)

Type of gambling	Can gamble in workplace	N	\$0 %	\$1-5 %	\$6-10 %	\$11-21 %	\$21+ %
Club Keno inside the workplace ^a	Yes	257	74.4	16.2	3.4	3.0	2.6
Club Keno outside the workplace	Yes	257	79.7	11.7	4.5	2.6	1.5
Club Keno outside the workplace	No	276	77.8	10.2	6.4	3.0	2.7
Horse/greyhound betting at TAB inside workplace	Yes	261	63.7	10.3	7.8	6.4	11.7
Horse/greyhound betting at TAB outside workplace	Yes	261	57.3	13.9	7.5	7.8	13.5
Horse/greyhound betting at TAB outside workplace	No	272	59.1	14.3	7.5	6.7	12.3
Sportsbetting at TAB inside the workplace	Yes	261	85.4	6.0	4.6	2.1	1.8
Sportsbetting at TAB outside the workplace	Yes	261	89.0	4.3	2.8	1.8	2.2
Sportsbetting at TAB outside the workplace	No	272	86.1	5.6	3.2	1.6	3.6
EGMs inside the workplace	Yes	263	47.0	13.5	6.8	7.1	25.6
EGMs outside the workplace	Yes	263	37.6	19.5	7.1	10.9	24.8
EGMs outside the workplace	No	270	33.0	8.2	10.5	9.7	38.6

5.5 GAMBLING DURATION

This section presents and analyses the survey results in terms of the reported duration of each type of gambling. Respondents were asked how many hours and minutes they normally spend each time they gamble on each activity. However, this question was not asked for gambling on instant scratch tickets and lottery-type games, where the length of a gambling session is not meaningful data. Some extreme outliers in the data also suggest caution should be applied for reported duration of gambling at a TAB or racetrack, as duration of gambling may have been interpreted inconsistently by respondents to mean either the time spent placing bets or the time spent placing bets *and* watching the race or sporting event. All data on duration were categorised to reduce the influence of outliers.

5.5.1 Duration of Each Type of Gambling

Table 5.19 shows the frequency distributions for usual duration of gambling on each activity.

When gambling for longer than one hour amongst **all respondents** is considered:

- nearly one-third (32.4 per cent) reported normally spending more than one hour gambling on EGMs;
- about one in six (15.1 per cent) reported normally spending more than one hour gambling on horse or greyhound races at a racetrack;
- about one-tenth reported normally spending more than one hour gambling on private games with friends for money (11.7 per cent), casino table games (10.4 per cent), bingo (9.9 per cent) and horse or greyhound races at a TAB (9.8 per cent);
- small proportions reported normally spending more than one hour gambling on Club Keno (3.5 per cent), sportsbetting at a TAB (1.4 per cent) and internet casino games (0.8 per cent).

Table 5-19: Usual duration of gambling on different activities (all respondents)

Usual duration in minutes	0 ^a %	0-15 ^a %	16-30 ^a %	31-60 ^a %	61-120 ^a %	121-180 ^a %	181-240 ^a %	>240 ^a %
Racetrack betting	68.7	10.3	2.1	3.9	3.0	2.1	3.6	6.4
Casino table games	81.6	0.9	2.6	4.5	5.3	2.3	1.3	1.5
Internet casino games	98.5	0.0	0.2	0.6	0.2	0.2	0.4	0.0
Private gambling	87.6	0.4	0.0	0.4	3.2	2.3	2.8	3.4
Bingo	88.9	0.4	0.4	0.4	5.1	2.6	1.1	1.1
Club Keno	69.8	14.6	6.6	5.6	2.3	0.8	0.4	0.0
Horse/greyhound races at a TAB	48.2	26.3	9.0	6.8	5.1	2.1	1.7	0.9
Sportsbetting at a TAB	81.8	11.8	3.4	1.7	0.8	0.2	0.2	0.2
EGMs	27.8	9.4	12.0	18.4	15.4	8.4	4.7	3.9

^abased on a valid per centage of n = 533.

The preceding table has presented frequency distributions for gambling duration amongst all 533 respondents. However, it is useful to consider the frequency distributions of gambling duration amongst the subset of respondents who gamble on each activity. Thus, Table 5.20 summarises the amount time participants normally spend on each type of gambling.

When gambling for longer one hour is considered amongst **participants**:

- most of those who gamble privately with friends for money (94.0 per cent) and who gamble on bingo (89.9 per cent) normally do so for longer than one hour;
- over half of those who gamble on casino table games (56.1 per cent) normally do so for longer than one hour;
- about half of those who gamble on internet casino games (50.0 per cent) and bet on horse or greyhound races at a racetrack (48.0 per cent) normally do so for longer than one hour;
- nearly half of those who gamble on EGMs (45 per cent) normally do so for longer than one hour;
- about one in eight who gamble on horse or greyhound races at a TAB (18.9 per cent) normally do so for longer than one hour;
- small proportions of those who gamble on Club Keno (11.2 per cent) and sportsbetting through a TAB (7.1 per cent) normally do so for longer than one hour.

Table 5-20: Usual duration of gambling on different activities (all gamblers)

Usual duration in minutes	0-15 %	16-30 %	31-60 %	61-120 %	121-180 %	181-240 %	>240 %
Racetrack betting (n = 167)	32.9	6.6	12.6	9.6	6.6	11.4	20.4
Casino table games (n = 98)	5.1	14.3	24.5	28.6	12.2	7.1	8.2
Internet casino games (n = 8)	0.0	12.5	37.5	12.5	12.5	25.0	0.0
Private gambling (n = 66)	3.0	0.0	3.0	25.8	18.2	22.7	27.3
Bingo (n = 59)	3.4	3.4	3.4	45.8	23.7	10.2	10.2
Club Keno (n = 161)	48.4	21.7	18.6	7.5	2.5	1.2	0.0
Horse/greyhound races at a TAB (n = 276)	50.7	17.4	13.0	9.8	4.0	3.3	1.8
Sportsbetting at a TAB (n = 97)	64.9	18.6	9.3	4.1	1.0	1.0	1.0
EGMs (n = 385)	13.0	16.6	25.5	21.3	11.7	6.5	5.5

5.5.2 Gambling Duration of Regular Gamblers

Cross-tabulations and chi square analyses were conducted to compare usual duration of gambling sessions between regular (at least weekly) and non-regular (less than weekly) gamblers on each non-lottery gambling activity. Significant differences are shown in Table 5.21.

From Table 5.21, it can be observed that, compared to non-regular gamblers, higher proportions of **regular** gamblers usually spent:

- more than 30 minutes but less than 120 minutes gambling on racetrack betting;
- more than 30 minutes gambling on Club Keno;
- more than 30 minutes gambling on horse or greyhound races at a TAB;
- more than 60 minutes gambling on EGMs.

Numbers were too small to conduct chi square analyses on expenditure amongst non-regular and regular gamblers on the remaining types of non-lottery activities.

Table 5-21: Usual duration of gambling on different activities (regular and non-regular gamblers)

	Non-regular gamblers ^a	Regular gamblers ^b
Racetrack betting	$\chi^2 = 10.741, p \leq .030, df = 4$	
0	40.2	31.6
1-30	23.9	18.4
31-60	5.7	21.1
61-120	5.7	7.9
More than 120	24.4	21.1
Club Keno	$\chi^2 = 12.909, p \leq .012, df = 4$	
0	21.2	20.8
1-30	58.8	37.5
31-60	13.3	20.8
61-120	5.5	8.3
More than 120	1.2	12.5
Horse and greyhound betting at TAB	$\chi^2 = 54.314, p \leq .000, df = 4$	
0	21.8	5.3
1-30	61.9	36.8
31-60	7.5	22.4
61-120	5.0	17.1
More than 120	3.8	18.4
EGMs	$\chi^2 = 60.677, p \leq .000, df = 4$	
0	11.4	6.3
1-30	31.6	7.3
31-60	26.3	12.5
61-120	15.5	30.2
More than 120	15.2	43.8

^a based on the per centage of respondents who gambled on that activity less than weekly, therefore n = various.

^b based on the per centage of respondents who gambled on that activity at least weekly, therefore n = various.

5.5.3 Gambling Duration Inside and Outside the Workplace

The frequency distributions for usual duration amongst all respondents on gambling inside and outside of the workplace were compared for those forms of gambling provided by hotels and clubs, as presented in Table 5.23.

When gambling for longer than one hour is considered amongst **all respondents**:

- one-quarter gambled for longer than one hour on EGMs outside the workplace (25.0 per cent) compared to 8.0 per cent inside the workplace;
- 7.6 per cent gambled for longer than one hour on bingo outside the workplace, compared to 3.4 per cent inside the workplace;
- 6.8 per cent gambled for longer than one hour on horse or greyhound races at a TAB outside the workplace, compared to 2.5 per cent inside the workplace;
- 2.5 per cent gambled for longer than one hour on Club Keno outside the workplace, compared to 0.2 per cent inside the workplace;
- 1.2 per cent gambled for longer than one hour on sportsbetting at a TAB outside the workplace.
- no one reported gambling on sportsbetting at a TAB inside the workplace for longer than one hour.

Table 5-22: Usual duration of gambling on different activities inside and outside workplace (all respondents)

Usual duration in minutes	0 ^a %	0-15 ^a %	16-30 ^a %	31-60 ^a %	61-120 ^a %	121-180 ^a %	181-240 ^a %	>240 ^a %
Bingo in workplace	96.4	0.2	0.0	0.0	2.1	1.3	0.0	0.0
Bingo outside workplace	91.0	0.6	0.4	0.6	3.4	3.2	0.8	0.2
Club Keno in workplace	85.7	9.2	3.0	1.9	0.2	0.0	0.0	0.0
Club Keno outside workplace	76.5	11.3	6.4	3.4	2.1	0.4	0.0	0.0
Horse/greyhound races at TAB in workplace	79.2	12.0	3.6	2.8	1.5	0.6	0.0	0.4
Horse/ greyhound races at TAB outside workplace	58.3	22.9	7.5	4.5	3.2	2.1	0.6	0.9
Sportsbetting at TAB in workplace	90.8	7.7	0.9	0.6	0.0	0.0	0.0	0.0
Sportsbetting at TAB outside workplace	87.4	7.7	2.8	0.9	0.8	0.0	0.2	0.2
EGMs in workplace	69.6	6.6	9.6	6.4	4.9	1.5	0.8	0.8
EGMs outside workplace	33.2	10.9	14.8	16.1	14.6	6.8	1.9	1.7

^abased on a valid per centage of n = 533.

The preceding table has presented frequency distributions for gambling duration amongst all respondents. However, a more meaningful comparison of expenditure on gambling on activities which can be played either within or outside of the workplace is between:

- the proportion of respondents who are allowed to gamble on that activity in their workplace, whose workplace provides that activity, and who gamble on that activity inside the workplace;
- the proportion of respondents who are allowed to gamble on that activity in their workplace, whose workplace provides that activity, but who gamble on that activity outside the workplace;
- the proportion of respondents who are not allowed to gamble on that activity in their workplace, and who gamble on that activity outside the workplace.

Thus, Table 5.23 summarises expenditure by those **willing and able** to gamble on each activity. It can be observed that:

- there are few differences in the patterns of usual duration of gambling amongst the three groups for Club Keno and sportsbetting;
- a higher proportion of those not allowed to gamble on horse and greyhound betting at a TAB in their workplace than those allowed to gamble on a TAB in their workplace usually spend more than 15 minutes on this activity;
- a higher proportion of those not allowed to gamble on EGMs in their workplace than those allowed to gamble in their workplace usually spend more than 30 minutes on this activity.

Table 5-23: Usual duration of gambling on different activities inside and outside workplace (all gamblers)

Type of gambling	Can gamble in workplace	N	0 mins	1-15 mins	16-30 mins	31-60 mins	61-120 mins	121+ mins
Club Keno inside the workplace	Yes	257	72.9	17.3	6.0	3.4	0.4	0.0
Club Keno outside the workplace	Yes	257	77.1	12.0	5.6	3.0	2.3	0.0
Club Keno outside the workplace	No	276	76.0	10.5	7.1	3.7	1.9	0.7
Horse/greyhound betting at TAB inside workplace	Yes	261	63.3	21.4	6.0	4.6	2.8	1.8
Horse/greyhound betting at TAB outside workplace	Yes	261	58.4	26.3	5.7	3.9	2.5	3.3
Horse/greyhound betting at TAB outside workplace	No	272	58.3	19.0	9.5	5.2	4.0	4.0
Sportsbetting at TAB inside the workplace	Yes	261	85.4	11.7	1.8	1.1	0.0	0.0
Sportsbetting at TAB outside the workplace	Yes	261	87.9	7.5	3.2	0.7	0.7	0.0
Sportsbetting at TAB outside the workplace	No	272	86.9	7.9	2.4	1.2	0.8	0.8
EGMs inside the workplace	Yes	263	43.6	12.4	16.9	12.4	9.0	5.6
EGMs outside the workplace	Yes	263	37.6	10.2	17.3	11.7	14.3	9.0
EGMs outside the workplace	No	270	28.8	11.6	12.4	20.6	15.0	11.6

5.6 CHANGES IN GAMBLING SINCE WORKING IN GAMING VENUES

The perceived effect of employment in a gaming venue was broadly assessed by asking respondents if their gambling had changed since they started working in a gaming venue. Respondents were asked ‘Since working in a gaming venue, has your gambling generally decreased, increased or stayed about the same?’. Table 5.24 shows the frequency distributions of responses, where it is evident that:

- about one-third (33.3 per cent) of respondents reportedly had decreased their gambling since working in a venue;
- nearly one-half (46.9 per cent) reported experiencing no change in their gambling;
- one in five (19.8 per cent) reported an increase in their gambling.

Table 5-24: Frequency distributions of reported changes in gambling behaviour since working in a gaming venue

Gambling has...	Frequency	Valid % ^a	Cumulative % ^a
Decreased a lot	114	21.9	21.9
Decreased a little	59	11.3	33.3
Stayed about the same	244	46.9	80.2
Increased a little	72	13.8	94.0
Increased a lot	31	6.0	100.0
Total	520	100	

^a based on a valid per centage of n = 533.

5.7 SUMMARY OF RESULTS

This section draws together key results from this chapter relating first to all aspects of gambling amongst the respondents, and second to gambling inside and outside the workplace.

5.7.1 Key Results for All Types of Gambling

During the previous 12 months, 95.9 per cent per cent of the 533 respondents reported participating in at least one of the gambling activities surveyed. The average number of different gambling activities undertaken amongst those who gambled was 4.4, with this being higher amongst respondents holding a Gaming Industry Employee’s Licence, those holding a gaming-related position, those aged 18-34 years, male respondents, and those who had worked more years in the industry.

The most common activities were playing lottery-type games (77.9 per cent), playing EGMs (77.3 per cent), betting on horse or greyhound races through a TAB (59.1 per cent), and buying instant scratch tickets for yourself (51.6 per cent). Less common were betting on horse or greyhound races at a racetrack (46.3 per cent), playing Club Keno (35.5 per cent) and playing table games at a casino (22.1 per cent). Least common were gambling privately with friends for money (13.5 per cent), playing bingo (12.2 per cent) and playing casino games on the internet (2.3 per cent).

During the previous 12 months, gambling at least weekly was most common on lottery-type games (33.4 per cent of respondents), EGMs (18.0 per cent), and horse or greyhound races at a TAB (14.3 per cent). Fewer than one in ten respondents gambled at least weekly on instant scratch tickets (7.3 per cent), horse or greyhound races at a racetrack (7.2 per cent), Club Keno (4.6 per cent) and sportsbetting (2.8 per cent). Very small proportions gambled at least weekly on bingo (1.7 per cent), private gambling (0.8 per cent), casino table games (0.4 per cent) and internet casino games (0.2 per cent).

Spending more than \$20 per month was quite common amongst those who gambled on EGMs (58.9 per cent of participants), lottery-type games (47.7 per cent), casino table games (47.7 per cent), bingo (45.0 per cent), internet casino games, (37.5 per cent) betting on horse or greyhound races at a TAB (36.6 per cent), betting on horse or greyhound races at a racetrack (37.1 per cent) and sportsbetting at a TAB (26.8 per cent). Spending more than \$20 per month was less common amongst those who gambled on private gambling (18.7 per cent), Club Keno (13.8 per cent) and instant scratch tickets (1.3 per cent).

Amongst those who participated in each form of gambling, the proportion of those normally spending more than one hour gambling on that activity were: 94.0 per cent for gambling privately with friends for money, 89.9 per cent for bingo, 56.1 per cent for casino table games, 50.0 per cent for internet casino games, 48.0 per cent for gambling on horse or greyhound races at a racetrack, 45 per cent for EGMs, 18.9 per cent for gambling on horse or greyhound races at a TAB, 11.2 per cent for Club Keno, and 7.1 per cent for sportsbetting through a TAB.

Regular gamblers were more likely than non-regular gamblers to spend more than \$10 per month on racetrack betting, \$10 per month on Club Keno, \$10 per month on horse or greyhound racing at a TAB, and \$60 per month on EGMs. They were also more likely to spend more than 30 minutes gambling on racetrack betting, Club Keno, and horse or greyhound races at a TAB, and more than 60 minutes gambling on EGMs.

When compared to non-gamblers and non-regular gamblers, there were higher proportions of regular (weekly) EGM gamblers amongst respondents who held a Gaming Industry Employee's Licence, held a gaming-related position in their workplace, held a front-of-house position, or a position that combined front-of-house and back-of-house duties, were older, and had worked for a longer time in gaming venues (average = 9.1 years).

When compared to non-gamblers and non-regular gamblers, there were higher proportions of regular (weekly) gamblers on horse or greyhound races at a TAB amongst respondents who worked in venues where the EGMs were operated by Tabcorp rather than Tattersall's, worked in hotels rather than clubs, were aged 18-24 years or 45 years and over, and were male.

When compared to non-gamblers and non-regular gamblers, there were higher proportions of regular gamblers on Club Keno amongst respondents who held a Gaming Employee's Licence, worked in a gambling-related position, had only a few hours training in responsible gambling, and had worked for a longer time in gaming venues (average 10.1 years).

5.7.2 Key Results for Gambling Inside and Outside the Workplace

During the previous 12 months, 29.2 per cent of respondents allowed and able to bet on Club Keno operated in their workplace did so, 26.7 per cent of those allowed to gamble on Club Keno in their workplace gambled outside their workplace on Club Keno, and 28.5 per cent not allowed to gamble on Club Keno in the workplace did so outside the workplace.

Of respondents allowed and able to bet on horse or greyhound races at a TAB operated in their workplace, 42.0 per cent did so in the last 12 months, 48.0 per cent those allowed to bet on races at a TAB in their workplace bet outside their workplace at a TAB, and 47.2 per cent of those not allowed to gamble on races at a TAB in their workplace did so outside the workplace.

Of respondents allowed and able to engage in sportsbetting at a TAB operated in their workplace, 15.7 per cent did so in the previous 12 months, 14.2 per cent of those allowed to gamble on sportsbetting in their workplace gambled on this at a non-work TAB, and 13.5 per cent of those not allowed to gamble on sportsbetting at a TAB in the workplace did so outside the workplace.

Of respondents allowed and able to play EGMs in their workplace, 62.4 per cent did so in the previous 12 months, 70 per cent of those allowed to gamble on EGMs in their workplace gambled on them outside their workplace, and 74.2 per cent of those not allowed to gamble on EGMs in the workplace did so outside the workplace.

Gambling on horse or greyhound races or on sporting events at a workplace TAB for those allowed is most common for employees of small hotels, followed by large hotels, but there were no significant differences amongst venue types for participation in workplace gambling on Club Keno or EGMs.

When regular gambling is considered, 4.6 per cent of staff who can gamble on Club Keno in their workplace did so at least weekly, 13.9 per cent of staff who can bet on horse and greyhound races at a TAB in their workplace did so at least weekly, 2.9 per cent of staff who can bet on sporting events at a TAB in their workplace did so at least weekly, and 15.8 per cent of staff who can play EGMs in their workplace did so at least weekly. These proportions were all higher than for regular gambling outside the workplace.

The following proportions of those who gambled in the workplace on each of these surveyed activities spent more than \$20 per month on that activity: 25.6 per cent for workplace EGMs, 11.7 per cent for horse or greyhound races at a workplace TAB, 1.8 per cent for sportsbetting at a workplace TAB, and 2.6 per cent for workplace keno. These proportions were very similar for spending more than \$20 per month on gambling activities outside the workplace, except for EGMs, where this proportion was higher amongst those not allowed to gamble on EGMs in the workplace.

Amongst those who participated in each form of workplace gambling, the proportion of those normally spending more than one hour gambling on that activity were: 14.6 per cent for workplace EGMs, 4.6 per cent for gambling on horse or greyhound races at a workplace TAB, 0.4 per cent for workplace Club Keno, and none for sportsbetting at a workplace TAB. Usual gambling duration was similar for gambling on Club Keno and sportsbetting inside and outside the workplace, but longer for gambling on EGMs and horse and greyhound racing outside the workplace.

Regular gamblers were more likely than non-regular gamblers to spend more than \$20 per month on EGMs in the workplace, \$10 per month on horse or greyhound races at a workplace TAB, \$5 per month on Club Keno in the workplace, 30 minutes playing EGMs in the workplace, and 15 minutes betting on horse or greyhound races at a workplace TAB.

When compared to non-gamblers and non-regular gamblers, there were higher proportions of regular gamblers on EGMs in the workplace amongst respondents who held a Gaming Employee's Licence and held a gambling-related position. When compared to non-gamblers and non-regular gamblers, there were higher proportions of regular gamblers on horse or greyhound races at a

workplace TAB amongst respondents who worked in a venue whose EGMs were operated by Tabcorp, worked in a hotel, and were male.

Since working in a gaming venue, 33.2 per cent of respondents reportedly had decreased their gambling, 46.9 per cent reported experiencing no change in their gambling, and 19.8 per cent reported an increase in their gambling.

5.8 CHAPTER CONCLUSION

This chapter has addressed the second objective of this study, which was to measure the gambling behaviour of gaming venue staff, both within and outside their workplace, including gambling type (participation), frequency, duration and expenditure. The following chapter now focuses on problem gambling amongst the respondents.

CHAPTER 6

PROBLEM GAMBLING AMONGST GAMING VENUE STAFF

6.1 INTRODUCTION

This chapter addresses Research Objective Three, which was to measure the prevalence of non-gambling, non-problem, low-risk, moderate-risk and problem gambling amongst the gaming venue staff surveyed. It computes scores on the *Canadian Problem Gambling Index*, to calculate the prevalence rates for non-gamblers, non-problem gamblers, low-risk gamblers, moderate risk gamblers and problem gamblers. Differences in the gambling behaviours of the four CPGI categories of gamblers are considered, before demographic, workplace and employment characteristics of each of these groups are analysed.

6.2 PREVALENCE OF PROBLEM GAMBLING

As noted earlier, the *Canadian Problem Gambling Index* (CPGI) was used as the instrument to measure problem gambling. The Index consists of nine items, with response categories and scoring being ‘never’ = 0, ‘sometimes’ = 1, ‘most of the time’ = 2 and ‘almost always’ = 3. The response categories and scoring used in this study adhered to those developed for the Index.

Table 6.1 shows the summed CPGI scores converted into CPGI categories, using the cut-off scores as recommended, where:

- a score of 0 = non-problem gambler;
- a score of 1 or 2 = low risk gambler;
- a score of 3 to 7 = moderate risk gambler;
- a score of 8 or more = problem gambler.

As shown in Table 6.1, a very small proportion (4.1 per cent) of the 533 respondents were non-gamblers, defined as not having gambled at all on any of the surveyed activities in the preceding 12 months. A little over half (54.1 per cent) were categorised as non-problem gamblers, leaving about two-fifths (41.8 per cent) of the sample in one of the at-risk categories for problem gambling. Nearly one-quarter of the sample (22.4 per cent) scored as low risk gamblers, about one in seven respondents (13.7 per cent) scored as moderate risk gamblers, and about one in 18 respondents (5.6 per cent) were classified as problem gamblers.

Table 6-1: CPGI categories amongst all respondents

CPGI category	Frequency	Valid % ^a	Cumulative % ^a
Non-Gambler	22	4.1	4.1
Non-Problem Gambler	288	54.1	58.2
Low Risk Gambler	119	22.4	80.6
Moderate Risk Gambler	73	13.7	94.3
Problem Gambler	30	5.6	100
Total	532	100.0	
Missing	1		
Total	533		

^a based on a valid per centage of n = 533.

6.3 GAMBLING PARTICIPATION AMONGST CPGI GROUPS

This section details gambling participation amongst the CPGI groups for each type of gambling surveyed. Non-gamblers were removed from the analysis to minimise the results being influenced more by any differences between gamblers and non-gamblers, than amongst the four CPGI groups of gamblers.

6.3.1 Gambling Participation for Each CPGI Group

Table 6.2 shows the per centages of each CPGI group who gambled on each activity in the previous 12 months.

Amongst the **problem gamblers**:

- the average number of different activities they had gambled on was 4.4;
- the vast majority had gambled on EGMs (93.3 per cent) and lottery-type games (80.0 per cent);
- two-thirds had bought instant scratch tickets for themselves (66.7 per cent);
- around half had bet on horse or greyhound races at a TAB (56.7 per cent), played Club Keno (53.3 per cent) and bet at a racetrack (50.0 per cent);
- around one-third had played bingo (30.0 per cent);
- about one-quarter had gambled privately (26.7 per cent), played casino table games (23.3 per cent) and bet on sporting events at a TAB (20.0 per cent);
- a very small proportion had gambled on internet casino games (3.3 per cent).

Amongst the **moderate risk** gamblers:

- the average number of different activities they had gambled on was 5.2;

- the vast majority had gambled on EGMs (90.4 per cent) and lottery-type games (89.0 per cent);
- over two-thirds had bet on horse or greyhound races at a TAB (67.1 per cent);
- nearly two-fifths had bet at a racetrack (59.7 per cent) and bought instant scratch tickets for themselves (58.9 per cent);
- nearly one-half (45.2 per cent) had played Club Keno;
- about one-third had bet on sporting events at a TAB (37.0 per cent) and played casino table games (32.9 per cent).
- about one-sixth had gambled privately (16.4 per cent) and played bingo (15.1 per cent);
- a very small proportion had gambled on internet casino games (4.1 per cent).

Amongst the **low risk gamblers**:

- the average number of different activities they had gambled on was 4.9;
- the vast majority had gambled on EGMs (89.1 per cent);
- about three-quarters had gambled on lottery-type games (79.0 per cent) and bet on horse or greyhound races at a TAB (72.3 per cent);
- about half had gambled on instant scratch tickets (58.8 per cent), horse or greyhound races at a racetrack (52.1 per cent) and Club Keno (43.7 per cent);
- about one-quarter had gambled on sporting events at a TAB (26.1 per cent), casino table games (25.2 per cent) and private gambling (21.0 per cent);
- about one-sixth had played bingo (15.1 per cent);
- a very small proportion had gambled on internet casino games (2.5 per cent).

Amongst the **non-problem gamblers**:

- the average number of different activities they had gambled on was 3.9;
- About three-quarters had gambled on lottery-type games (79.2 per cent) and EGMs (73.6 per cent);
- about half had gambled on horse or greyhound races at a TAB (56.6 per cent), instant scratch tickets (47.2 per cent) and horse or greyhound races at a racetrack (42.7 per cent);
- about one-third had played Club Keno (30.6 per cent);
- about one-fifth had played casino table games (19.1 per cent) and gambled on sporting events at a TAB (14.9 per cent);
- around one-tenth had played bingo (9.4 per cent) and gambled privately (9.0 per cent)
- a very small proportion had gambled on internet casino games 1.7 per cent).

Table 6-2: Gambling participation in different activities amongst CPGI groups

Participation in Gambling	Non problem gambler^a	Low risk gambler^a	Moderate risk gambler^a	Problem gambler^a
Instant Scratch Tickets		$\chi^2 = 8.732, p \leq .03, df = 3$		
Did participate	52.8	41.2	41.1	33.3
Did not participate	47.2	58.8	58.9	66.7
Lottery-Type Game				
Did participate	20.8	21.0	11.0	20.0
Did not participate	79.2	79.0	89.0	80.0
Racetrack Betting		$\chi^2 = 8.034, p \leq .045, df = 3$		
Did participate	57.3	47.9	40.3	50.0
Did not participate	42.7	52.1	59.7	50.0
Casino Table Games				
Did participate	80.9	74.8	67.1	76.7
Did not participate	19.1	25.2	32.9	23.3
Internet Casino Games				
Did participate	98.3	97.5	95.9	96.7
Did not participate	1.7	2.5	4.1	3.3
Private Gambling		$\chi^2 = 15.195, p \leq .002, df = 3$		
Did participate	91.0	79.0	83.6	73.3
Did not participate	9.0	21.0	16.4	26.7
Bingo		$\chi^2 = 11.934, p \leq .008, df = 3$		
Did participate	90.6	84.9	84.9	70.0
Did not participate	9.4	15.1	15.1	30.0
Club Keno		$\chi^2 = 12.954, p \leq .005, df = 3$		
Did participate	69.4	56.3	54.8	46.7
Did not participate	30.6	43.7	45.2	53.3
Horse/Greyhound Races at a TAB		$\chi^2 = 10.034, p \leq .018, df = 3$		
Did participate	43.4	27.7	32.9	43.3
Did not participate	56.6	72.3	67.1	56.7
Sportsbetting at a TAB		$\chi^2 = 19.501, p \leq .000, df = 3$		
Did participate	85.1	73.9	63.0	80.0
Did not participate	14.9	26.1	37.0	20.0
EGMs		$\chi^2 = 22.218, p \leq .000, df = 3$		
Did participate	26.4	10.9	9.6	6.7
Did not participate	73.6	89.1	90.4	93.3
Average number of gambling activities		$F = 24.131, p \leq .000, df = 2$		
	3.9	4.9	5.2	4.4

^abased on a valid per centage of n = 510 (whole sample of 533 with non-gamblers removed).

6.3.2 Differences in Gambling Participation Amongst CPGI Groups

As shown in Table 6.2, cross-tabulations and chi square analyses identified significant differences in participation amongst the four CPGI groups in the 12 months before the survey, although numbers were too small for this analysis in relation to gambling on internet casino games.

From Table 6.2 it can be observed that higher proportions of the **problem gamblers** than of moderate risk, low risk and non-problem gamblers had:

- bought instant scratch tickets for themselves;
- participated in private gambling;
- participated in bingo;
- participated in Club Keno;
- participated in EGM gambling.

From Table 6.2, it can be observed that higher proportions of the **moderate risk gamblers** than of the problem, low risk and non-problem gamblers had:

- bet on horse or greyhound races at a racetrack;
- gambled on sportsbetting at a TAB.

From Table 6.2, it can be observed that higher proportions of the **low risk gamblers** than of the problem, moderate risk and non-problem gamblers had:

- participated in horse/greyhound betting at a TAB.

In **combination**, higher proportions of the problem gamblers, moderate risk gamblers and low risk gamblers than of the non-problem gamblers participated in gambling on:

- instant scratch tickets;
- horse or greyhound races at a racetrack;
- private gambling;
- bingo;
- Club Keno;
- horse or greyhound races at a TAB;
- sportsbetting at a TAB;
- EGMs.

6.4 GAMBLING FREQUENCY AMONGST CPGI GROUPS

This section details the frequency of gambling amongst the CPGI groups for each type of gambling surveyed. Non-gamblers were removed from the analysis to minimise the results being influenced more by any differences between gamblers and non-gamblers, than amongst the four CPGI groups of gamblers.

6.4.1 Gambling Frequency for Each CPGI Group

Table 6.3 shows the frequency of gambling on each activity during the previous 12 months for each CPGI group.

Amongst the **problem gamblers**:

- about one-half were regular (at least weekly) gamblers on EGMs (56.7 per cent) and lottery-type games (50.0 per cent);
- about one-quarter were regular (at least weekly) gamblers on horse or greyhound races at a TAB (23.3 per cent);
- one-tenth were regular (at least weekly) gamblers on Club Keno (10.0 per cent);
- small proportions were regular (at least weekly) gamblers on instant scratch tickets (6.7 per cent), racetrack betting (6.7 per cent), sportsbetting at a TAB (6.7 per cent), private gambling (3.3 per cent) and bingo (3.3 per cent);
- none were regular (at least weekly) gamblers on casino table games or internet casino games.

Amongst the **moderate risk gamblers**:

- about two-fifths were regular (at least weekly) gamblers on EGMs (41.1 per cent) and lottery-type games (37.0 per cent);
- about one-third were regular gamblers on horse or greyhound races at a TAB (30.1 per cent);
- nearly one-fifth were regular gamblers on racetrack betting (17.8 per cent);
- about one-seventh were regular gamblers on instant scratch tickets (13.7 per cent);
- small proportions were regular gamblers on Club Keno (6.8 per cent), sportsbetting at a TAB (5.5 per cent), private gambling (4.1 per cent), casino table games (1.4 per cent) and bingo (1.4 per cent);
- none were regular gamblers on internet casino games.

Amongst the **low risk gamblers**:

- about one-third were regular (at least weekly) gamblers on lottery-type games (35.3 per cent);
- about one-quarter were regular gamblers on EGMs (24.4 per cent);

- about one-sixth were regular gamblers on horse or greyhound races at a TAB (17.6 per cent) and instant scratch tickets (14.3 per cent);
- small proportions were regular gamblers on racetrack betting (8.4 per cent), Club Keno (6.7 per cent), sportsbetting at a TAB (1.7 per cent), bingo (2.5 per cent) and casino table games (0.8 per cent);
- none were regular gamblers on private gambling and internet casino games.

Amongst the **non-problem gamblers**:

- about one-third were regular (at least weekly) gamblers on lottery-type games (32.6 per cent);
- about one-tenth were regular gamblers on horse or greyhound races at a TAB (9.0 per cent);
- small proportions were regular gamblers on EGMs (6.9 per cent), racetrack betting (4.5 per cent), instant scratch tickets (3.5 per cent), Club Keno (2.8 per cent), sportsbetting at a TAB (2.4 per cent), bingo (1.4 per cent), casino table games (0.8 per cent) and internet casino games (0.3 per cent);
 - none were regular gamblers on private gambling and internet casino games.

Table 6-3: Frequency of gambling on different activities amongst CPGI groups

Frequency of Gambling	Non problem gambler ^a	Low risk gambler ^a	Moderate risk gambler ^a	Problem gambler ^a
Instant Scratch Tickets	$\chi^2 = 32.637, p \leq .000, df = 9$			
Never	52.1	38.7	39.7	33.3
Less Than Once A Month	32.3	39.5	26.0	40.0
1-3 Times A Month	12.2	7.6	20.5	20.0
At Least Once A Week	3.5	14.3	13.7	6.7
Lottery-Type Game				
Never	20.5	19.3	11.0	16.7
Less Than Once A Month	30.9	31.1	23.3	16.7
1-3 Times A Month	16.0	14.3	28.8	16.7
At Least Once A Week	32.6	35.3	37.0	50.0
Racetrack Betting	$\chi^2 = 19.935, p \leq .018, df = 9$			
Never	56.9	47.1	39.7	50.0
Less Than Once A Month	31.3	33.6	34.2	36.7
1-3 Times A Month	7.3	10.9	8.2	6.7
At Least Once A Week	4.5	8.4	17.8	6.7
Casino Table Games				
Never	80.9	73.9	67.1	76.7
Less Than Once A Month	18.1	23.5	28.8	13.3
1-3 Times A Month	1.0	1.7	2.7	10.0
At Least Once A Week	0.0	0.8	1.4	0.0
Internet Casino Games				
Never	98.3	97.5	95.9	96.7
Less Than Once A Month	1.0	1.7	2.7	0.0
1-3 Times A Month	0.3	0.8	1.4	3.3
At Least Once A Week	0.3	0.0	0.0	0.0
Private Gambling				
Never	91.0	79.0	82.2	73.3
Less Than Once A Month	5.6	14.3	8.2	13.3
1-3 Times A Month	3.5	6.7	5.5	10.0
At Least Once A Week	0.0	0.0	4.1	3.3
Bingo				
Never	90.6	84.9	84.9	70.0
Less Than Once A Month	5.9	5.9	9.6	20.0
1-3 Times A Month	2.1	6.7	4.1	6.7
At Least Once A Week	1.4	2.5	1.4	3.3

Club Keno		$\chi^2 = 30.122, p \leq .000, df = 9$		
Never	69.4	56.3	54.8	46.7
Less Than Once A Month	22.9	26.1	24.7	16.7
1-3 Times A Month	4.9	10.9	13.7	26.7
At Least Once A Week	2.8	6.7	6.8	10.0
Horse/Greyhound Races at a TAB		$\chi^2 = 41.815, p \leq .000, df = 9$		
Never	43.4	27.7	32.9	43.3
Less Than Once A Month	38.9	34.5	27.4	16.7
1-3 Times A Month	8.7	20.2	9.6	16.7
At Least Once A Week	9.0	17.6	30.1	23.3
Sportsbetting at a TAB				
Never	85.1	73.9	63.0	80.0
Less Than Once A Month	9.7	18.5	20.5	6.7
1-3 Times A Month	2.8	5.9	11.0	6.7
At Least Once A Week	2.4	1.7	5.5	6.7
EGMs		$\chi^2 = 117.085, p \leq .000, df = 9$		
Never	26.4	10.9	9.6	6.7
Less Than Once A Month	44.1	29.4	12.3	6.7
1-3 Times A Month	22.6	35.3	37.0	30.0
At Least Once A Week	6.9	24.4	41.1	56.7

^abased on a valid per centage of n = 510 (whole sample of 533 with non-gamblers removed).

6.4.2 Differences in Gambling Frequency Amongst CPGI Groups

The frequency of gambling on different activities was compared amongst the four groups of gamblers by CPGI category, as shown in Table 6.4, with chi square analysis testing for significant differences. However, numbers in some cells were too small for chi square analysis when gambling frequency was cross-tabulated with casino table games, internet casino games, private gambling and sportsbetting.

From Table 6.3, it can be observed that higher proportions of the **problem gamblers** than of the moderate risk, low risk and non-problem gamblers gambled at least weekly on:

- Club Keno;
- EGMs.

From Table 6.3, it can be observed that higher proportions of the **moderate risk gamblers** than of the problem, low risk and non-problem gamblers gambled at least weekly on:

- horse or greyhound races at a racetrack;
- horse or greyhound races at a TAB.

From Table 6.3, it can be observed that higher proportions of the low risk gamblers than of the problem, moderate risk and non-problem gamblers gambled at least weekly on:

- instant scratch tickets.

In **combination**, higher proportions of the problem gamblers, moderate risk gamblers and low risk gamblers than of the non-problem gamblers gambled at least weekly on:

- Instant scratch tickets;
- Horse or greyhound races at a racetrack;
- Club Keno;
- Horse or greyhound races at a TAB;
- EGMs.

6.5 GAMBLING EXPENDITURE AMONGST CPGI GROUPS

This section details expenditure on gambling amongst the CPGI groups for each type of gambling surveyed. Non-gamblers were removed from the analysis to minimise the results being influenced more by any differences between gamblers and non-gamblers, than amongst the four CPGI groups of gamblers.

6.5.1 Gambling Expenditure for Each CPGI Group

Table 6.4 shows expenditure on gambling on each activity during the previous 12 months for each CPGI group.

Amongst the **problem gamblers** and on a **monthly** basis:

- The vast majority spent more than \$20 on gambling on EGMs (90.0 per cent);
- About one-half spent more than \$20 on gambling on lottery-type games (53.3 per cent);
- About one-third spent more than \$20 on gambling on horse or greyhound races at a TAB (33.3 per cent);
- About one-sixth spent more than \$20 on gambling on racetrack betting (16.7 per cent), Club Keno (16.7 per cent), bingo (13.3 per cent) and casino table games (13.3 per cent);
- One in ten spent more than \$20 on gambling on sporting events at a TAB (10.0 per cent);
- Small proportions spent more than \$20 on gambling on private gambling (6.7 per cent);
- No one spent more than \$20 on gambling on internet casino games or instant scratch tickets.

Amongst the **moderate risk gamblers** and on a **monthly** basis:

- About three-quarters spent more than \$20 on gambling on EGMs (76.7 per cent);
- Nearly one-half spent more than \$20 on gambling on lottery-type games (46.6 per cent);
- About one-third spent more than \$20 on gambling on horse or greyhound races at a TAB (34.2 per cent);
- About one-sixth spent more than \$20 on gambling on racetrack betting (17.8 per cent);
- About one in ten spent more than \$20 on gambling on casino table games (12.3 per cent) and sporting events at a TAB (11.0 per cent);

- Small proportions spent more than \$20 on gambling on Club Keno (6.8 per cent), bingo (4.1 per cent), private gambling (2.7 per cent), instant scratch tickets (1.4 per cent) and internet casino games (1.4 per cent).

Amongst the **low risk gamblers** and on a **monthly** basis:

- About two-thirds spent more than \$20 on gambling on EGMs (61.3 per cent);
- Nearly one-third spent more than \$20 on gambling on lottery-type games (37.0 per cent) and horse or greyhound races at a TAB (28.6 per cent);
- About one-sixth spent more than \$20 on gambling on racetrack betting (16.0 per cent);
- About one in ten spent more than \$20 on gambling on casino table games (10.1 per cent);
- Small proportions spent more than \$20 on gambling on Club Keno (6.7 per cent), bingo (6.7 per cent), sportsbetting at a TAB (5.0 per cent), private gambling (1.7 per cent), instant scratch tickets (1.7 per cent) and internet casino games (0.8 per cent).

Amongst the **non-problem gamblers** and on a **monthly** basis:

- About one-quarter spent more than \$20 on gambling on lottery-type games (28.5 per cent) and EGMs (21.9 per cent);
- About one in ten spent more than \$20 on gambling on horse or greyhound races at a TAB (11.1 per cent) and racetrack betting (8.7 per cent);
- Small proportions spent more than \$20 on gambling on casino table games (5.2 per cent), sportsbetting at a TAB (3.1 per cent), bingo (2.8 per cent), private gambling (1.7 per cent), Club Keno (1.0 per cent) and internet casino games (0.3 per cent).
- No one spent more than \$20 on gambling on instant scratch tickets.

Table 6-4: Monthly gambling expenditure on different activities amongst CPGI groups

Monthly expenditure	Non problem gambler ^a	Low risk gambler ^a	Moderate risk gambler ^a	Problem gambler ^a
Instant Scratch Tickets				
\$0	59.6	49.6	46.6	33.3
\$1-\$10	38.0	43.7	45.2	63.3
\$11-\$20	2.4	5.0	6.8	3.3
More than \$20	0.0	1.7	1.4	0.0
Lottery-Type Games				
	$\chi^2 = 17.523, p \leq .041, df = 9$			
\$0	30.2	29.4	17.8	20.0
\$1-\$10	27.1	21.0	27.4	16.7
\$11-\$20	14.2	12.6	8.2	10.0
More than \$20	28.5	37.0	46.6	53.3
Racetrack Betting				
\$0	70.0	58.0	64.4	76.7
\$1-\$10	15.3	17.6	15.1	6.7
\$11-\$20	5.9	8.4	2.7	0.0
More than \$20	8.7	16.0	17.8	16.7
Casino Table Games				
\$0	86.1	79.8	79.5	80.0
\$1-\$10	5.6	5.9	6.8	6.7
\$11-\$20	3.1	4.2	1.4	0.0
More than \$20	5.2	10.1	12.3	13.3
Internet Casino Games				
\$0	98.6	98.3	97.3	100.0
\$1-\$10	0.7	0.8	1.4	0.0
\$11-\$20	0.3	0.0	0.0	0.0
More than \$20	0.3	0.8	1.4	0.0
Private Gambling				
\$0	94.1	81.5	84.9	73.3
\$1-\$10	3.1	12.6	9.6	6.7
\$11-\$20	1.0	4.2	2.7	13.3
More than \$20	1.7	1.7	2.7	6.7
Bingo				
\$0	93.1	86.6	90.4	73.3
\$1-\$10	1.7	3.4	1.4	6.7
\$11-\$20	2.4	3.4	4.1	6.7
More than \$20	2.8	6.7	4.1	13.3

Club Keno		$\chi^2 = 39.053, p \leq .000, df = 9$		
\$0	77.8	63.9	57.5	50.0
\$1-\$10	19.1	21.8	28.8	30.0
\$11-\$20	2.1	7.6	6.8	3.3
More than \$20	1.0	6.7	6.8	16.7
Horse/greyhound races at a TAB		$\chi^2 = 43.249, p \leq .000, df = 9$		
\$0	53.5	31.9	37.0	50.0
\$1-\$10	28.1	27.7	23.3	16.7
\$11-\$20	7.3	11.8	5.5	0.0
More than \$20	11.1	28.6	34.2	33.3
Sportsbetting at a TAB				
\$0	86.8	73.1	69.9	83.3
\$1-\$10	8.3	20.2	13.7	3.3
\$11-\$20	1.7	1.7	5.5	3.3
More than \$20	3.1	5.0	11.0	10.0
EGMs		$\chi^2 = 149.817, p \leq .000, df = 9$		
\$0	40.6	8.4	11.0	10.0
\$1-\$10	27.8	15.1	5.5	0.0
\$11-\$20	9.7	15.1	6.8	0.0
More than \$20	21.9	61.3	76.7	90.0

^abased on a valid per centage of n = 510 (whole sample of 533 with non-gamblers removed).

6.5.2 Differences in Gambling Expenditure Amongst CPGI Groups

Monthly expenditure on gambling on different activities was compared amongst the four groups of gamblers by CPGI category, as shown in Table 6.4, with chi square analyses used to test for significant differences. However, numbers in some cells were too small for this analysis when gambling expenditure was cross-tabulated with instant scratch tickets, casino table games, internet casino games, private gambling, bingo, and sportsbetting.

From Table 6.4, it can be observed that higher proportions of the **problem gamblers** than of the moderate risk, low risk and non-problem gamblers spent more than \$20 per month on:

- lottery-type games;
- Club Keno;
- EGMs.

From Table 6.4, it can be observed that higher proportions of the **moderate risk gamblers** than of the problem, low risk and non-problem gamblers spent more than \$20 per month on:

- betting on horse or greyhound races at a TAB.

In combination, higher proportions of the problem gamblers, moderate risk gamblers and low risk gamblers than of the non-problem gamblers spent more than \$20 per month gambling on:

- lottery-type games;
- Club Keno;
- horse or greyhound races at a TAB;
- EGMs.

6.6 GAMBLING DURATION AMONGST CPGI GROUPS

This section details the reported usual duration of gambling amongst the CPGI groups for each type of gambling surveyed. Non-gamblers were removed from the analysis to minimise the results being influenced more by any differences between gamblers and non-gamblers, than amongst the four CPGI groups of gamblers.

6.6.1 Gambling Duration for Each CPGI Group

Table 6.5 shows usual duration of gambling on each activity during the previous 12 months for each CPGI group.

Amongst the **problem gamblers**:

- over one-half normally spent two hours or more gambling on EGMs (56.7 per cent);
- about one-quarter normally spent two hours or more gambling on racetrack betting (23.3 per cent);
- about one-fifth normally spent two hours or more playing bingo (20.0 per cent);
- about one-seventh normally spent two hours or more gambling on horse or greyhound races at a TAB (13.3 per cent) and gambling on casino table games (13.3 per cent);
- small proportions normally spent two hours or more gambling on Club Keno (6.7 per cent) and private gambling (6.7 per cent);
- no one reported normally spending two hours or more gambling on internet casino games or sportsbetting at a TAB.

Amongst the **moderate risk gamblers**:

- about one-third normally spent two hours or more gambling on EGMs (35.6 per cent);
- about one-sixth normally spent two hours or more gambling on racetrack betting (16.4 per cent);
- small proportions normally spent two hours or more gambling on horse or greyhound races at a TAB (6.8 per cent), casino table games (6.8 per cent), private gambling (1.4 per cent), bingo (2.7 per cent) and Club Keno (1.4 per cent);

- no one reported normally spending two hours or more gambling on internet casino games or sportsbetting at a TAB.

Amongst the **low risk gamblers**:

- nearly one-quarter normally spent two hours or more gambling on EGMs (22.7 per cent);
- about one-seventh normally spent two hours or more gambling on racetrack betting (14.3 per cent);
- nearly one-tenth normally spent two hours or more gambling on horse or greyhound races at a TAB (9.2 per cent);
- small proportions normally spent two hours or more gambling on casino table games (7.6 per cent), private gambling (5.9 per cent), bingo (5.0 per cent), internet casino games (1.7 per cent), sportsbetting at a TAB (1.7 per cent) and Club Keno (0.8 per cent).

Amongst the **non-problem gamblers**:

- about one in twelve normally spent two hours or more gambling on racetrack betting (9.4 per cent) and EGMs (7.3 per cent);
- small proportions normally spent two hours or more gambling on bingo (3.8 per cent), casino table games (3.1 per cent), private gambling (2.4 per cent), horse or greyhound races at a TAB (1.4 per cent), Club Keno (0.7 per cent), internet casino games (0.3 per cent) and sportsbetting at a TAB (0.3 per cent).

Table 6-5: Usual duration of gambling on different activities amongst CPGI groups

Usual duration	Non problem gambler^a	Low risk gambler^a	Moderate risk gambler^a	Problem gambler^a
Racetrack Betting				
0 minutes	72.2	57.1	63.0	73.3
1-30 minutes	13.5	17.6	8.2	0.0
31-60 minutes	2.4	5.9	8.2	3.3
61-120 minutes	2.4	5.0	4.1	0.0
Longer than 120 minutes	9.4	14.3	16.4	23.3
Casino Table Games				
0 minutes	84.0	75.6	80.8	70.0
1-30 minutes	2.4	7.6	4.1	0.0
31-60 minutes	4.9	4.2	4.1	6.7
61-120 minutes	5.6	5.0	4.1	10.0
Longer than 120 minutes	3.1	7.6	6.8	13.3
Internet Casino Games				
0 minutes	98.6	97.5	98.6	100.0
1-30 minutes	0.3	0.0	0.0	0.0
31-60 minutes	0.3	0.8	1.4	0.0
61-120 minutes	0.3	0.0	0.0	0.0
Longer than 120 minutes	0.3	1.7	0.0	0.0
Private Gambling				
0 minutes	92.7	80.7	82.2	73.3
1-30 minutes	0.3	0.8	0.0	0.0
31-60 minutes	0.3	0.0	1.4	0.0
61-120 minutes	2.4	5.9	1.4	6.7
Longer than 120 minutes	4.3	12.6	15.0	20.0
Bingo				
0 minutes	92.7	84.0	86.3	73.3
1-30 minutes	0.3	0.8	1.4	3.3
31-60 minutes	0.3	0.8	0.0	0.0
61-120 minutes	2.8	9.2	9.6	3.3
Longer than 120 minutes	3.8	5.0	2.7	20.0
Club Keno				
		$\chi^2 = 30.855, p \leq .002, df = 12$		
0 minutes	75.7	62.2	57.5	53.3
1-30 minutes	18.8	27.7	23.3	30.0
31-60 minutes	3.8	5.9	12.3	6.7
61-120 minutes	1.0	3.4	5.5	3.3
Longer than 120 minutes	0.7	0.8	1.4	6.7

Horse/Greyhound Races at a TAB		$\chi^2 = 58.763, p \leq .000, df = 12$		
0 minutes	54.5	32.8	34.2	50.0
1-30 minutes	35.4	47.1	34.2	13.3
31-60 minutes	4.5	8.4	15.1	6.7
61-120 minutes	4.2	2.5	9.6	16.7
Longer than 120 minutes	1.4	9.2	6.8	13.3
Sportsbetting at a TAB				
0 minutes	85.8	73.9	74.0	83.3
1-30 minutes	12.5	21.8	20.5	10.0
31-60 minutes	1.0	0.8	4.1	6.7
61-120 minutes	0.3	1.7	1.4	0.0
Longer than 120 minutes	0.3	1.7	0.0	0.0
EGMs		$\chi^2 = 118.417, p \leq .000, df = 12$		
0 minutes	36.5	10.1	12.3	6.7
1-30 minutes	27.4	21.0	6.8	10.0
31-60 minutes	17.0	25.2	20.5	10.0
61-120 minutes	11.8	21.0	24.7	16.7
Longer than 120 minutes	7.3	22.7	35.6	56.7

^abased on a valid percentage of $n = 510$ (whole sample of 533 with non-gamblers removed).

6.6.2 Differences in Gambling Duration Amongst CPGI Groups

Usual duration of gambling on different activities was compared amongst the four groups of gamblers by CPGI category, as shown in Table 6.5, with chi square analyses testing for significant differences. However, numbers in some cells were too small for this analysis when gambling expenditure was cross-tabulated with betting on horse or greyhound races at a racetrack, casino table games, internet casino games, private gambling, bingo, and sportsbetting.

From Table 6.5, it can be observed that higher proportions of the **problem gamblers** than of the moderate risk, low risk and non-problem gamblers had normally spent more than two hours each time they gambled on:

- EGMs;
- horse or greyhound races at a TAB;
- Club Keno.

In **combination**, higher proportions of the problem gamblers, moderate risk gamblers and low risk gamblers than of the non-problem gamblers:

- spent more than 30 minutes each time they gambled on Club Keno;
- spent more than 30 minutes each time they bet on horse or greyhound races at a TAB;
- spent more than 60 minutes each time they gambled on EGMs.

6.7 DO WORKPLACE FACTORS INFLUENCE CPGI STATUS?

Table 6.6 examines the distribution of CPGI categories according to the demographic, workplace and employment characteristics of respondents examined in the survey. Chi square statistics are shown where differences amongst groups are significant.

Table 6-6: Demographic, workplace and employment characteristics of CPGI groups

Characteristic	Non-problem gambler ^a	Low risk gambler ^a	Moderate risk gambler ^a	Problem gambler ^a
Employed in venue with EGMs operated by:				
Tabcorp	54.9	24.3	13.2	7.6
Tattersall's	58.7	21.8	16.0	3.4
Employment basis:				
Permanent full-time	54.4	24.2	15.1	6.3
Permanent part-time	58.5	18.3	14.6	8.5
Casual	58.1	24.4	13.4	4.1
Job level:				
Operational	58.0	21.3	14.5	6.3
Supervisory	54.0	24.7	15.3	6.0
Management	56.5	24.5	13.6	5.4
Holds Gaming Industry Employee's Licence:		$X^2 = 12.643, p \leq .005, df = 3$		
Yes	78.8	7.7	9.6	3.8
No	53.7	25.1	15.0	6.2
Assists patron with gambling activities:		$X^2 = 11.477, p \leq .009, df = 3$		
Yes	76.4	9.1	12.7	1.8
No	54.1	24.9	14.6	6.4
Front vs back of house position:				
Front-of-house	52.4	25.5	15.9	6.3
Back-of-house	67.5	20.0	7.5	5.0
Both	60.0	21.0	13.3	5.6
Can see gambling at work:				
Never	43.8	31.3	18.8	6.3
Sometimes	70.9	14.5	7.3	7.3
Most of the time	53.8	24.5	14.2	7.5
Almost always	56.00	23.90	15.30	4.90
Type of venue employed in:				
Hotel	55.6	23.4	13.5	7.6
Club	56.8	23.2	14.9	5.1
Size of venue:				
Large	54.9	24.7	14.5	6.0
Small	57.6	22.3	14.1	5.9

Years working in gaming venues	8.3 years	8.6 years	8.6 years	9.6 years
Length of responsible gambling training:	$X^2 = 16.966, p \leq .049, df = 9$			
None	68.6	11.8	15.7	3.9
A few hours	35.7	25.0	25.0	14.3
Half a day	71.0	16.1	12.9	0.0
At least one day	54.6	25.4	13.8	6.2
Age category				
18-24 years	60.9	25.0	10.9	3.1
25-34 years	45.3	30.8	17.1	6.8
35-44 years	64.7	13.8	14.7	6.9
45-54 years	54.6	23.8	15.4	6.2
55 years or over	56.8	25.7	12.2	5.4
Sex:				
Male	52.1	22.1	19.0	6.7
Female	58.4	23.8	12.2	5.5

^abased on a valid percentage of $n = 510$ (whole sample of 533 with non-gamblers removed).

Interestingly, Table 6.6 shows that a lower proportion of Tabcorp than Tattersall's respondents had moderate gambling problems. However, a higher proportion of Tabcorp than Tattersall's respondents scored as problem gamblers. Earlier it was noted that staff who worked in a Tabcorp rather than a Tattersall's venue were over-represented amongst regular workplace TAB gamblers. Tabcorp, as well as operating EGMs in Victoria, also operates the state's network of TAB outlets. It is possible that a culture of punting on horse and greyhound races is more likely to prevail in Tabcorp venues, and this *may* explain the higher rate of problem gambling amongst the respondents in these venues.

As shown in Table 6.6, significant differences were identified amongst the four CPGI groups for:

- holding a Gaming Employee's Licence;
- assisting patrons with gambling-related activities;
- length of responsible gambling training.

Further analysis was undertaken to test the interactive influence of these three variables on CPGI status. Again, non-gamblers were removed from this analysis. Additionally, the problem gamblers were combined with the moderate risk gamblers to provide reasonable sample sizes. This is justified, given that moderate risk gamblers are also of concern when considering workplace factors that might influence their gambling and their risk of problem gambling. Thus, the following analysis was undertaken on 288 non-problem gamblers (54.1 per cent of the sample of 533 staff), 119 low risk gamblers (22.4 per cent), and 103 moderate risk/problem gamblers (19.3 per cent).

The three significant workplace factors identified above were cross-tabulated with the three CPGI categories, and chi square analysis used to test for any significant associations. Significant relationships were found for the *three* groups of CPGI status and:

- holding a Gaming Industry Employee's Licence. Amongst the moderate risk/problem gamblers, 21.1 per cent held a licence compared to 13.5 per cent who did not hold a licence. Amongst the non-problem gamblers, 53.7 per cent held a licence compared to 78.8 per cent who did not ($X^2 = 12.642$, $p \leq .002$, $df = 2$);
- assisting patrons with at least one type of gambling-related activity. Amongst the moderate risk/problem gamblers, 21.0 per cent assisted with gambling-related activities compared to 14.5 per cent who did not. Amongst the non-problem gamblers, 54.1 per cent assisted patrons with at least one type of gambling-related activity, while 76.4 per cent did not ($X^2 = 10.615$, $p \leq .005$, $df = 2$).
- length of responsible gambling training. Amongst the moderate risk/problem gamblers, 20.2 per cent had received at least one day's training in responsible gambling, compared to 54.6 per cent of non-problem gamblers ($X^2 = 14.951$, $p \leq .021$, $df = 6$).

Given that those who assist with gambling-related activities in the workplace are likely to also have a Gaming Industry Employee's Licence, tests of association were conducted for these two variables, with cross-tabulation and chi square analysis indicating a significant, positive relationship ($X^2 = 261.007$, $p \leq .000$, $df = 1$). Therefore, only one of these variables – assisting patrons with at least one gambling activity – was selected for further analysis.

Cross-tabulation and chi square analysis were used to examine whether problem gambling status (CPGI category) was influenced by whether or not staff assist patrons with gambling-related activities and by length of responsible gambling training. Again, non-gamblers were removed from this analysis. The results indicated that those staff who assist patrons with at least one type of gambling-related activity and who have less responsible gambling training were more likely to be moderate risk/problem gamblers ($X^2 = 17.534$, $p \leq .008$, $df = 6$), as shown in Table 6.8. In fact, amongst the staff who assist patrons with gambling-related activities, 85.3 per cent of those who have had only a few hours or less of responsible gambling training are moderate risk/problem gamblers, compared with 32.9 per cent of those who have had at least half a day of responsible gambling training. This suggests that extending the duration of responsible gambling training to at least half a day for staff who assist patrons with gambling-related activities would lower the risk of them becoming moderate risk or problem gamblers.

Table 6-7: Cross-tabulation of assisting patrons with gambling activities, length of responsible gambling training and CPGI groups

Assist patrons with gambling activities	Length of responsible gambling training	Non-problem gambler	Low risk gambler	Moderate risk or problem gambler
No	None	82.9	5.7	11.4
	A few hours	80.0	20.0	0.0
	Half a day	100.0	0.0	0.0
	At least 1 day	50.0	16.7	33.3
	Total	75.5	9.4	15.1
Yes	None	37.5	25.0	37.5
	A few hours	26.1	26.1	47.8
	Half a day	70.0	16.7	13.3
	At least 1 day	54.8	25.7	19.6
	Total	53.7	25.1	21.3

6.8 GAMBLING PROFILES OF THE FOUR CPGI GROUPS

This section provides a profile of respondents in each of the four CPGI categories as distilled from the results in this chapter.

6.8.1 Problem Gambler Group

The problem gambler group comprised 5.6 per cent of respondents. In the previous 12 months, this group had gambled on an average of 4.4 different activities. The vast majority had gambled on EGMs (93.3 per cent) and lottery-type games (80.8 per cent), two-thirds had bought instant scratch tickets for themselves (66.7 per cent), and around one-half had bet on horse or greyhound races at a TAB (56.7 per cent), played Club Keno (53.3 per cent) and bet at a racetrack (50.0 per cent). Around one-third had played bingo (30.0 per cent), about one-quarter had gambled privately (26.7 per cent), played casino table games (23.3 per cent) and bet on sporting events at a TAB (20.0 per cent), while a small proportion had gambled on internet casino games (3.3 per cent). In the previous 12 months, higher proportions of the problem gamblers than of moderate risk, low risk or non-problem gamblers had bought instant scratch tickets for themselves, participated in private gambling, participated in bingo, participated in Club Keno, and participated in EGM gambling.

The proportions of the problem gambler group who were regular (at least weekly) gamblers were about one-half for EGMs (56.7 per cent) and lottery-type games (50.0 per cent), about one-quarter for horse or greyhound betting at a TAB (23.3 per cent), one-tenth for Club Keno (10.0 per cent), and minor for instant scratch tickets (6.7 per cent), racetrack betting (6.7 per cent), sportsbetting at a TAB (6.7 per cent), private gambling (3.3 per cent) and bingo (3.3 per cent). None were regular gamblers on casino table games or internet casino games. In the previous 12 months, higher proportions of the problem gamblers than moderate risk, low risk and non-problem gamblers had gambled at least weekly on Club Keno and EGMs.

The proportions of the problem gambler group who spent \$20 per month or more on the different gambling activities were the vast majority for EGMs (90.0 per cent), about one-half for lottery-type games (53.3 per cent), about one-third for horse or greyhound betting at a TAB (33.3 per cent), about one-sixth for racetrack betting (16.7 per cent), Club Keno (16.7 per cent), bingo (13.3 per cent) and casino table games (13.3 per cent), one in ten for sportsbetting at a TAB (10.0 per cent), minor for private gambling (6.7 per cent), and none for internet casino games or instant scratch tickets. In the previous 12 months, higher proportions of the problem gamblers than of the moderate risk, low risk and non-problem gamblers spent more than \$20 per month on lottery-type games, Club Keno, and EGMs.

The proportions of the problem gambler group who had normally spent two hours or more gambling were over one-half for gambling on EGMs (56.7 per cent), about one-quarter for betting at a racetrack (23.3 per cent), about one-fifth for playing bingo (20.0 per cent), about one-seventh for gambling on horse or greyhound races at a TAB (13.3 per cent) and gambling on casino table games (13.3 per cent), minor for gambling on Club Keno (6.7 per cent) and private gambling (6.7 per cent), and none for gambling on internet casino games or sportsbetting at a TAB. Higher proportions of the problem gamblers than of the moderate risk, low risk and non-problem gamblers had normally spent more than two hours each time they gambled on EGMs, horse or greyhound races at a TAB, and Club Keno. Staff who assisted patrons with gambling activities and who had less responsible gambling training were more likely to be problem or moderate risk gamblers.

6.8.2 Moderate Risk Gambler Group

The moderate risk gambler group comprised 13.7 per cent of respondents. In the previous 12 months, this group had gambled on an average of 5.2 different activities. The vast majority had gambled on EGMs (90.4 per cent) and lottery-type games (89.0 per cent), over two-thirds had bet on horse or greyhound races at a TAB (67.1 per cent), nearly two-fifths had bet at a racetrack (59.7 per cent) and bought instant scratch tickets for themselves (58.9 per cent), nearly one-half (45.2 per cent) had played Club Keno, about one-third had bet on sporting events at a TAB (37.0 per cent) and played casino table games (32.9 per cent), about one-sixth had gambled privately (16.4 per cent) and played bingo (15.1 per cent), and a very small proportion had gambled on internet casino games (4.1 per cent). In the previous 12 months, higher proportions of the moderate risk gamblers than of the problem, low risk or non-problem gamblers had bet on horse or greyhound races at a racetrack, and gambled on sportsbetting at a TAB.

The proportions of the moderate risk gambler group who were regular (at least weekly) gamblers were about two-fifths for EGMs (41.1 per cent) and lottery-type games (37.0 per cent), about one-third for horse or greyhound betting at a TAB (30.1 per cent), nearly one-fifth for racetrack betting (17.8 per cent), about one-seventh for buying instant scratch tickets (13.7 per cent), minor for Club Keno (6.8 per cent), sportsbetting at a TAB (5.5 per cent), private gambling (4.1 per cent), casino table games (1.4 per cent) and bingo (1.4 per cent), and none for internet casino games. In the previous 12 months, higher proportions of the moderate risk gamblers than of the problem, low risk and non-problem gamblers gambled at least weekly on horse or greyhound races at a racetrack, and horse or greyhound races at a TAB.

The proportions of the moderate risk gambler group who spent \$20 per month or more on the different gambling activities were about three-quarters for EGMs (76.7 per cent), nearly one-half for lottery-type games (46.6 per cent), about one-third for horse or greyhound betting at a TAB (34.2 per cent), about one-sixth for racetrack betting (17.8 per cent), about one in ten for casino table games (12.3 per cent) and sportsbetting at a TAB (11.0 per cent), and minor for Club Keno (6.8 per cent), bingo (4.1 per cent), private gambling (2.7 per cent), instant scratch tickets (1.4 per cent) and internet casino games (1.4 per cent). During the previous 12 months, higher proportions

of the moderate risk gamblers than of the problem, low risk and non-problem gamblers spent more than \$20 per month on betting on horse or greyhound races at a TAB.

The proportions of the moderate risk gambler group who had normally spent two hours or more gambling were about one-third for EGMs (35.6 per cent), about one-sixth for racetrack betting (16.4 per cent), minor for horse or greyhound betting at a TAB (6.8 per cent), casino table games (6.8 per cent), private gambling (1.4 per cent), bingo (2.7 per cent) and Club Keno (1.4 per cent), and none for internet casino games or sportsbetting at a TAB.

6.8.3 Low Risk Gambler Group

The low risk gambler group comprised 22.4 per cent of respondents. In the previous 12 months, this group had gambled on an average of 4.9 different activities. The vast majority had gambled on EGMs (89.1 per cent), about three-quarters had gambled on lottery-type games (79.0 per cent) and bet on horse or greyhound races at a TAB (72.3 per cent), about half had gambled on instant scratch tickets (58.8 per cent), horse or greyhound races at a racetrack (52.1 per cent) and Club Keno (43.7 per cent), about one-quarter had gambled on sporting events at a TAB (26.1 per cent), casino table games (25.2 per cent) and private gambling (21.0 per cent), about one-sixth had played bingo (15.1 per cent), and a very small proportion had gambled on internet casino games (2.5 per cent). During the previous 12 months, higher proportions of the low risk gamblers than of the problem, moderate risk or non-problem gamblers had participated in horse or greyhound betting at a TAB.

The proportions of the low risk gambler group who were regular (at least weekly) gamblers were about one-third for lottery-type games (35.3 per cent), about one-quarter for EGMs (24.4 per cent), about one-sixth for horse or greyhound betting at a TAB (17.6 per cent) and instant scratch tickets (14.3 per cent), minor for racetrack betting (8.4 per cent), Club Keno (6.7 per cent), sportsbetting at a TAB (1.7 per cent), bingo (2.5 per cent) and casino table games (0.8 per cent), and none for private gambling and internet casino games. During the previous 12 months, higher proportions of the low risk gamblers than problem, moderate risk and non-problem gamblers gambled at least weekly on instant scratch tickets.

The proportions of the low risk gambler group who spent \$20 per month or more on the different gambling activities were about two-thirds for EGMs (61.3 per cent), nearly one-third for lottery-type games (37.0 per cent) and horse or greyhound betting at a TAB (28.6 per cent), about one-sixth for racetrack betting (16.0 per cent), about one in ten for casino table games (10.1 per cent), and minor for Club Keno (6.7 per cent), bingo (6.7 per cent), sportsbetting at a TAB (5.0 per cent), private gambling (1.7 per cent), instant scratch tickets (1.7 per cent) and internet casino games (0.8 per cent). Low risk gamblers were more likely than non-problem gamblers to spend more than \$20 per month on lottery-type games, Club Keno, betting on horse or greyhound races at a TAB and EGMs.

The proportions of the low risk gambler group who had normally spent two hours or more gambling were nearly one-quarter for EGMs (22.7 per cent), about one-seventh for racetrack betting (14.3 per cent), nearly one-tenth for horse or greyhound betting at a TAB (9.2 per cent), and minor for casino table games (7.6 per cent), private gambling (5.9 per cent), bingo (5.0 per cent), internet casino games (1.7 per cent), sportsbetting at a TAB (1.7 per cent) and Club Keno (0.8 per cent).

6.8.4 Non-Problem Gambler Group

The non-problem gambler group comprised 54.1 per cent of respondents. In the previous 12 months, this group had gambled on an average of 3.9 different activities. About three-quarters had gambled on lottery-type games (79.2 per cent) and EGMs (73.6 per cent), about half had gambled on horse or greyhound races at a TAB (56.6 per cent), instant scratch tickets (47.2 per cent) and horse or greyhound races at a racetrack (42.7 per cent), about one-third had played Club Keno (30.6 per cent), about one-fifth had played casino table games (19.1 per cent) and gambled on sporting events at a TAB (14.9 per cent), around one-tenth had played bingo (9.4 per cent) and gambled privately (9.0 per cent).

A small minority had gambled on internet casino games (1.7 per cent). The proportions of the non-problem gambler group who were regular (at least weekly) gamblers were about one-third for lottery-type games (32.6 per cent), about one-tenth for horse or greyhound betting at a TAB (9.0 per cent), minor for EGMs (6.9 per cent), racetrack betting (4.5 per cent), instant scratch tickets (3.5 per cent), Club Keno (2.8 per cent), sportsbetting at a TAB (2.4 per cent), bingo (1.4 per cent), casino table games (0.8 per cent) and internet casino games (0.3 per cent), and none for private gambling and internet casino games.

The proportions of the non-problem gambler group who spent \$20 per month or more on the different gambling activities were about one-quarter for lottery-type games (28.5 per cent) and EGMs (21.9 per cent), about one in ten for horse or greyhound betting at a TAB (11.1 per cent) and racetrack betting (8.7 per cent), minor for casino table games (5.2 per cent), sportsbetting at a TAB (3.1 per cent), bingo (2.8 per cent), private gambling (1.7 per cent), Club Keno (1.0 per cent) and internet casino games (0.3 per cent), and none for instant scratch tickets.

The proportions of the non-problem gambler group who had normally spent two hours or more gambling were about one in twelve for racetrack betting (9.4 per cent) and EGMs (7.3 per cent), and minor for bingo (3.8 per cent), casino table games (3.1 per cent), private gambling (2.4 per cent), horse or greyhound races at a TAB (1.4 per cent), Club Keno (0.7 per cent), internet casino games (0.3 per cent) and sportsbetting at a TAB (0.3 per cent).

6.9 CHAPTER CONCLUSION

This chapter has addressed Research Objective Three, which was to measure the prevalence of non-gambling, non-problem, low-risk, moderate-risk and problem gambling amongst the gaming venue staff surveyed. Using the *Canadian Problem Gambling Index*, 4.1 per cent of the 533 respondents were classified as non-gamblers, 54.1 per cent as non-problem gamblers, 22.4 per cent as low risk gamblers, 13.7 per cent as moderate risk gamblers, and 5.6 per cent as problem gamblers. The gambling behaviour of each of the gambler groups was analysed in terms of participation, frequency, expenditure and duration, with gambling profiles developed for each group. The next chapter now focuses on gambling and problem gambling amongst staff respondents who can gamble in their workplace, compared to those who cannot.

CHAPTER 7

GAMBLING AND PROBLEM GAMBLING AMONGST STAFF WHO CAN GAMBLE IN THEIR WORKPLACE AND THOSE WHO CANNOT

7.1 INTRODUCTION

This chapter compares the gambling behaviour and prevalence of non-gambling, non-problem gambling, low risk, moderate risk and problem gambling between gaming venue staff who have access to gambling products within their workplace and those who do not. As such, it addresses Research Objective Four.

Within this chapter:

- those who can gamble in the workplace are defined as those who can gamble on at least one activity in the workplace (i.e. any or all of EGMs, Club Keno, horse and greyhound races or sportsbetting at a TAB);
- those who cannot gamble in the workplace are defined as those who cannot gamble on any activity in the workplace.

7.2 GAMBLING PARTICIPATION

Table 7.1 shows the frequency distributions for participation in each type of gambling surveyed, for staff respondents who can and cannot gamble in their workplace.

Cross-tabulations and chi square analyses indicated no significant difference between the total number of gambling activities participated in during the previous 12 months between those able and not able to gamble in their workplace. However, those allowed to gamble in their workplace were significantly more likely than those not allowed to gamble in their workplace to participate in:

- horse or greyhound races at a TAB ($X^2 = 7.590$, $p \leq .006$, $df = 1$), where 67.2 per cent of respondents allowed to gamble in their workplace participated in the previous 12 months, compared to 54.9 per cent of respondents not allowed to gamble in their workplace;
- EGMs ($X^2 = 5.272$, $p \leq .022$, $df = 1$), where 83.1 per cent of respondents allowed to gamble in their workplace participated in the previous 12 months, compared to 74.3 per cent of respondents not allowed to gamble in their workplace.

Being able to gamble in the workplace was not significantly associated with participation any of the other gambling activities surveyed.

Table 7-1: Gambling participation by those who can and cannot gamble in the workplace

Participation	Can gamble in the workplace^a %	Cannot gamble in the workplace^a %
Instant scratch tickets	55.6	48.3
Lottery-type games	77.2	77.7
Racetrack betting	49.7	44.3
Casino table games	21.1	22.6
Internet casino games	2.2	2.3
Private gambling	11.1	14.6
Bingo	13.1	11.7
Club Keno	38.8	33.7
Horse/greyhound betting at a TAB	67.2	54.9
Sportsbetting	22.4	18.9
EGMs	83.1	74.3
Average number of gambling activities	4.6	4.2

^abased on a valid percentage of n = 533.

7.3 GAMBLING FREQUENCY

Table 7.2 shows the frequency distribution for frequency of gambling on the different activities, for staff respondents who can and cannot gamble in their workplace. Cross-tabulations and chi square analyses were used to test for significant differences, with significant results shown in Table 7.2. However, numbers were too small to test for any differences in the frequency of gambling for playing casino table games and internet casino games amongst staff respondents who can and cannot gamble in their workplace.

From Table 7.2, it can be observed that higher proportions of those allowed to gamble in their workplace than of those not allowed to gamble in their workplace:

- gambled at least weekly on horse or greyhound races at a TAB;
- gambled 1-3 times a month and at least weekly on EGMs.

Table 7-2: Frequency of gambling on different activities by staff who can and cannot gamble in their workplace

	Frequency of gambling	Can gamble in the workplace ^a %	Cannot gamble in the workplace ^a %
Instant Scratch Tickets	Never	44.8	50.3
	Less than once a month	36.6	29.7
	1-3 times a month	11.5	12.6
	At least once a week	7.1	7.4
Lottery-Type Games	Never	23.5	21.4
	Less than once a month	26.8	28.3
	1-3 times a month	17.5	16.3
	At least once a week	32.2	34.0
Racetrack Betting	Never	50.8	55.1
	Less than once a month	35.5	29.1
	1-3 times a month	6.0	8.9
	At least once a week	7.7	6.9
Casino Table Games	Never	79.2	77.1
	Less than once a month	19.7	20.0
	1-3 times a month	1.1	2.3
	At least once a week	0.0	0.6
Internet Casino Games	Never	97.8	97.7
	Less than once a month	1.6	1.1
	1-3 times a month	0.5	0.9
	At least once a week	0.0	0.3
Private Gambling	Never	88.5	85.4
	Less than once a month	5.5	9.4
	1-3 times a month	4.9	4.6
	At least once a week	1.1	0.6
Bingo	Never	86.9	88.3
	Less than once a month	6.6	7.1
	1-3 times a month	4.4	3.1
	At least once a week	2.2	1.4
Club Keno	Never	61.2	66.3
	Less than once a month	20.8	23.4
	1-3 times a month	12.0	6.6
	At least once a week	6.0	3.7

Horse or Greyhound Betting at a ($\chi^2 = 9.685$, $p \leq .021$, $df = 3$)	Never	32.8	45.1
	Less than once a month	39.9	30.0
	1-3 times a month	10.4	12.0
	At least once a week	16.9	12.9
Sportsbetting	Never	77.6	81.1
	Less than once a month	13.7	12.0
	1-3 times a month	6.6	3.7
	At least once a week	2.2	3.1
EGMs ($\chi^2 = 7.584$, $p \leq .050$, $df = 3$)	Never	16.9	25.7
	Less than once a month	31.7	32.9
	1-3 times a month	29.0	25.7
	At least once a week	22.4	15.7

^abased on a valid percentage of $n = 533$.

7.4 GAMBLING EXPENDITURE

Table 7.3 shows the frequency distributions for expenditure gambling on the different activities, for staff respondents who can and cannot gamble in their workplace. Cross-tabulations and chi square analyses were used to test for significant differences, with significant results shown in Table 7.3. However, numbers were too small to test for any differences in the gambling expenditure for playing internet casino games amongst staff respondents who can and cannot gamble in their workplace.

From Table 7.3, it can be observed that higher proportions of those allowed to gamble in their workplace than of those not allowed to gamble in their workplace:

- spent more than \$20 per month on horse or greyhound races at a TAB.

Table 7-3: Gambling expenditure on different activities by staff who can and cannot gamble in their workplace

	Gambling expenditure	Can gamble in the workplace ^a %	Cannot gamble in the workplace ^a %
Instant Scratch Tickets	\$0	51.9	57.9
	\$1-\$10	43.7	38.1
	\$11-\$21	3.3	3.7
	More than \$20	1.1	0.3
Lottery-Type Games	\$0	30.6	30.9
	\$1-\$10	26.2	22.9
	\$11-\$21	10.9	12.9
	More than \$20	32.2	33.4

Racetrack Betting	\$0	65.6	69.3
	\$1-\$10	17.5	13.2
	\$11-\$21	6.0	5.2
	More than \$20	10.9	12.3
Casino Table Games	\$0	86.9	82.3
	\$1-\$10	3.3	6.9
	\$11-\$21	2.7	2.9
	More than \$20	7.1	8.0
Internet Casino Games	\$0	98.4	98.6
	\$1-\$10	0.5	0.9
	\$11-\$21	0.5	
	More than \$20	0.5	0.6
Private Gambling	\$0	92.9	86.9
	\$1-\$10	3.8	7.7
	\$11-\$21	1.6	3.1
	More than \$20	1.6	2.3
Bingo	\$0	89.1	91.1
	\$1-\$10	1.6	2.6
	\$11-\$21	4.9	2.0
	More than \$20	4.4	4.3
Club Keno	\$0	68.3	72.9
	\$1-\$10	23.0	19.7
	\$11-\$21	3.3	4.3
	More than \$20	5.5	3.1
Horse or Greyhound Betting at a TAB $\chi^2 = 16.090, p \leq .001, df = 3$	\$0	41.5	51.7
	\$1-\$10	32.2	22.0
	\$11-\$21	3.3	9.4
	More than \$20	23.0	16.9
Sportsbetting	\$0	82.5	81.4
	\$1-\$10	12.0	10.6
	\$11-\$21	1.6	2.6
	More than \$20	3.8	5.4
EGMs	\$0	26.8	32.0
	\$1-\$10	20.2	18.6
	\$11-\$21	6.6	11.1
	More than \$20	46.4	38.3

^abased on a valid percentage of n = 533.

7.5 GAMBLING DURATION

Table 7.4 shows the frequency distributions for usual duration of gambling on the different activities surveyed, for staff respondents who can and cannot gamble in their workplace. Cross-tabulations and chi square analyses were used to test for significant differences, with significant results shown in Table 7.4. However, numbers were too small to test for any differences in usual duration for gambling on internet casino games, private gambling, bingo and sportsbetting amongst staff respondents who can and cannot gamble in their workplace.

From Table 7.4, it can be observed that higher proportions of those allowed to gamble in their workplace than of those not allowed to gamble in their workplace:

- normally spent more than 2 hours playing EGMs.

Table 7-4: Usual duration of gambling on different activities by staff who can and cannot gamble in their workplace

	Frequency of gambling	Can gamble in the workplace ^a %	Cannot gamble in the workplace ^a %
Racetrack Betting	0 minutes	65.6	70.3
	1-30 minutes	13.1	12.0
	31-60 minutes	3.8	4.0
	61-120 minutes	5.5	1.7
	More than 120 minutes	12.0	12.0
Casino Table Games	0 minutes	86.9	78.9
	1-30 minutes	1.6	4.6
	31-60 minutes	2.7	5.4
	61-120 minutes	4.9	5.4
	More than 120 minutes	3.8	5.7
Internet Casino Games	0 minutes	98.9	98.3
	1-30 minutes	0.0	0.3
	31-60 minutes	0.5	0.6
	61-120 minutes	0.0	0.3
	More than 120 minutes	0.5	0.6
Private Gambling	0 minutes	91.8	85.4
	1-30 minutes	1.1	0.0
	31-60 minutes	0.0	0.6
	61-120 minutes	2.2	3.7
	More than 120 minutes	4.9	10.3
Bingo	0 minutes	86.9	90.0
	1-30 minutes	0.5	0.9
	31-60 minutes	0.0	0.6
	61-120 minutes	8.2	3.4
	More than 120 minutes	4.4	5.1

Club Keno	0 minutes	67.2	71.1
	1-30 minutes	24.0	19.7
	31-60 minutes	4.9	6.0
	61-120 minutes	2.7	2.0
	More than 120 minutes	1.1	1.1
Horse or Greyhound Betting at	0 minutes	41.0	52.0
	1-30 minutes	39.9	32.9
	31-60 minutes	8.7	5.7
	61-120 minutes	6.0	4.6
	More than 120 minutes	4.4	4.9
Sportsbetting	0 minutes	83.1	81.1
	1-30 minutes	14.2	15.7
	31-60 minutes	1.6	1.7
	61-120 minutes	0.5	0.9
	More than 120 minutes	0.5	0.6
EGMs $\chi^2 = 10.476, p \leq .033, df = 4$	0 minutes	27.9	27.7
	1-30 minutes	15.3	24.6
	31-60 minutes	18.6	18.3
	61-120 minutes	15.3	15.4
	More than 120 minutes	23.0	14.0

^abased on a valid per centage of n =533.

7.6 PROBLEM GAMBLING

Using cross-tabulation and chi square analyses, there were no significant differences identified in the distributions of CPGI categories between respondents who can gamble in their workplace and those who cannot (Table 7.5), nor was there any significant association with total CPGI scores.

Table 7-5: Distribution of CPGI categories for staff who can and cannot gamble in their workplace

CPGI category	Can gamble in workplace ^a	Cannot gamble in workplace ^b	Total
Non-Gambler	3.4	5.7	4.1
Non-Problem Gambler	54.5	53.4	54.1
Low Risk Gambler	23.6	19.9	22.4
Moderate Risk Gambler	13.2	14.8	13.7
Problem Gambler	5.3	6.3	5.6
Total	100.0	100.0	100.0

^a based on a per centage of those who can gamble on at least one activity in their workplace, n = 356

^b based on a per centage of those who cannot gamble on at least one activity in their workplace, n = 176

7.7 CHAPTER SUMMARY

In summary, when the gambling behaviour of the staff respondents who have access to the gambling products within their workplace is compared to the gambling behaviour of those who do not have access to the gambling products within their workplace, a few differences are apparent. During the last 12 months, higher proportions of those allowed to gamble in their workplace than of those not allowed to gamble in their workplace:

- participated in horse or greyhound betting at a TAB;
- participated in EGM gambling;
- gambled at least weekly on horse or greyhound races at a TAB;
- gambled 1-3 times a month and at least weekly on EGMs;
- spent more than \$20 per month on horse or greyhound races at a TAB;
- normally spent more than 2 hours playing EGMs.

However, there were no significant differences in the gambling participation, frequency, expenditure and duration for the other types of gambling surveyed, nor for the average number of gambling activities participated in during the previous 12 months. There were also no significant differences identified in the distributions of CPGI categories between respondents who can gamble in their workplace and those who cannot, nor any significant association with total CPGI scores.

7.8 CHAPTER CONCLUSION

This chapter has addressed Research Objective Four by comparing the gambling behaviour and prevalence of non-gambling, non-problem, low-risk, moderate-risk and problem gambling between gaming venue staff who have access to gambling products within their workplace and those who do not. Key results have been summarised above. The following chapter now compares gambling and problem gambling between the gaming venue staff surveyed and the Victorian population.

CHAPTER 8

COMPARISON OF GAMBLING AND PROBLEM GAMBLING BETWEEN GAMING VENUE STAFF AND THE VICTORIAN POPULATION

8.1 INTRODUCTION

This chapter addresses Research Objective Five, which is to compare the gambling behaviour and prevalence of non-gambling, non-problem gambling, low risk, moderate risk and problem gambling between gaming venue staff and the general population of Victoria (as identified by prior research).

The most recent population survey of gambling and problem gambling conducted in Victoria is the *2003 Victorian Longitudinal Community Attitudes Survey* (Centre for Gambling Research, 2004a). Using an effective random sample of 8479 Victorian residents, the survey was conducted in April and May of 2003 by ACNielsen, with the data then analysed by the Centre for Gambling Research at the Australian National University. The survey identified three groups – non-gamblers, non-regular gamblers and regular gamblers – and interviewed them about their gambling behaviour, and their attitudes to gambling and its impact on the community. It used three different screens to measure problem gambling – the South Oaks Gambling Screen, the Canadian Problem Gambling Index and the Victorian Gambling Screen, with each screen administered to approximately equal numbers of regular gamblers. All data were weighted to increase their representativeness of the target population of all adults living in Victoria. Readers are referred to that research report for more details of its methodology.

The Victorian population survey was conducted more than four years earlier than the current survey of gaming venue staff. Clearly, the current study of staff who work in Victorian hotels and clubs has a much smaller sample ($n = 533$) than did the Victorian population survey ($n = 8479$). Additionally, the staff survey cannot claim to have obtained a random sample, although every hotel and club in Victoria was given the opportunity for their staff to be included. Where the methodologies between the two studies differ substantially, this is noted in the relevant sections of this chapter.

The survey of the 533 staff who work in Victorian hotels and clubs is referred to in this chapter as the staff survey, while the *2003 Victorian Longitudinal Community Attitudes Survey* (Centre for Gambling Research, 2004a) is referred to as the Victorian survey. Comparisons between the two samples are drawn for gambling participation, frequency and problem gambling.

8.2 GAMBLING PARTICIPATION

Differences between the results of the two surveys are considered below in terms of overall gambling participation, number of gambling activities, and participation in different types of gambling activities.

8.2.1 Overall Gambling Participation

Overall, 95.9 per cent per cent of respondents in the staff survey reported participating in at least one of the gambling activities surveyed during the preceding 12 months. This is substantially

higher than the overall participation rate of 77.4 per cent found in the Victorian survey of 2003, and also higher than the participation rate found in any of the Victorian population surveys, since the first was conducted in 1992. The highest participation rate identified amongst the Victorian population to date has been 87 per cent in 1996 (Centre for Gambling Research, 2004a:48). The participation rate found in the staff survey is also higher than that for any of the socio-demographic groups for which participation rates are reported from the 2003 Victorian survey. In that survey, the highest participation rates were found amongst single parents (86.0 per cent), separated or divorced people (84.3 per cent), people on medium incomes (83.4 per cent) and full-time workers (80.1 per cent).

8.2.2 Number of Gambling Activities

Amongst the respondents in the staff survey who gambled on any activity during the previous 12 months ($n = 511$), the average number of different gambling activities undertaken in the preceding 12 months was 4.4 (std dev. = 2.130, std error = 0.088), which is substantially higher than the 2003 Victorian population figure of 2.3 activities. The average number of gambling activities found in the staff survey is also higher than that for any of the groups participating in the highest number of different activities in the 2003 Victorian survey – regular gamblers (3.4 activities), people aged 18-24 years (2.6 activities), those in group households (2.5 activities) and students (2.8 activities). However, it should be noted that the staff survey asked about 11 different gambling activities, whereas the 2003 Victorian survey asked about participation in ten gambling activities. That survey combined participation rates for betting on horse or greyhound races at a TAB and at a racetrack, recorded separate participation rates for Club Keno at the Crown Casino and for Club Keno in hotels and clubs, and included an ‘other’ category, rather than asking specifically about bingo and private gambling, as the staff survey did. Thus, this comparison of the number of gambling activities between the surveys should be viewed with caution.

8.2.3 Participation in Different Gambling Activities

Table 8.1 shows the frequency distributions for participation in the various forms of gambling during the previous 12 months, as reported by respondents to the staff survey and to the Victorian survey. Of note is that:

- gambling participation rates amongst the surveyed hotel and club staff are higher than for the general population of Victoria for all types of gambling for which comparisons can be made;
- gambling participation rates in the staff survey were substantially higher than in the Victorian survey for playing EGMs (43.8 per cent higher), betting on horse or greyhound races at a TAB (36.8 per cent), betting on horse or greyhound races at a racetrack (32.7 per cent) and playing Club Keno (30.4 per cent);
- gambling participation rates in the staff survey were somewhat higher than in the Victorian survey for buying instant scratch tickets for themselves (17.7 per cent higher), playing lottery-type games (17.4 per cent higher), playing casino table games (14.8 per cent higher) and betting on a sporting event at a TAB (14.5 per cent higher);
- gambling participation rates in the staff survey were only marginally higher than in the Victorian survey for playing internet casino games (2.1 per cent higher).

Table 8-1: Participation in different gambling activities (staff and Victorian surveys)

Type of gambling	Staff 2007 ^a %	VIC 2003 ^b %	Difference
Bought instant scratch tickets for yourself	51.6	33.9	+17.7
Played lotto or any other lottery game	77.9	60.5	+17.4
Bet on horse or greyhound races at a racetrack	46.3	13.6	+32.7
Played table games at a casino	22.1	7.3	+14.8
Played casino games on the internet for money	2.3	0.2	+2.1
Gambled privately with friends for money	13.5	n/a ^c	n/a ^c
Played bingo	12.2	n/a ^c	n/a ^c
Played Club Keno	35.5	5.1	+30.4
Bet on horse or greyhound races at a TAB	59.1	22.3	+36.8
Bet on a sporting event at a TAB	20.1	5.6	+14.5
Played EGMs	77.3	33.5	+43.8

^a based on a per centage of n = 533.^b based on a per centage of weighted n = 8479.^c no comparison possible as these forms of gambling were not included in the Victorian survey.

8.3 GAMBLING FREQUENCY

Table 8.2 compares the frequency distributions for gambling on each activity amongst the staff survey respondents who engaged in that type of gambling in the previous 12 months and compares them to the frequency distributions from the 2003 Victorian survey, also based on respondents who engaged in that type of gambling in the previous 12 months.

When gambling at least **monthly** during the 12 months prior to each survey is considered:

- higher proportions of respondents in the staff survey than in the Victorian survey had gambled at least monthly on EGMs (staff = 58.0 per cent, Vic = 30.6 per cent), Club Keno (staff = 36.7 per cent, Vic = 16.8 per cent), instant scratch tickets (staff = 37.8 per cent, Vic = 34.4 per cent), internet casino games for money (staff = 43.5 per cent, Vic = 35.5 per cent), betting on horse or greyhound races (staff = 43.9 per cent, Vic = 22.1 per cent), and sportsbetting (staff = 37.3 per cent, Vic = 32.3 per cent);
- the largest differences in gambling at least monthly on these activities between the staff survey and the Victorian survey were for EGMs (+27.4 per cent), betting on horse or greyhound races (+21.8 per cent) and Club Keno (+19.9 per cent). Lesser differences were apparent for gambling on internet casino games (+8.0 per cent), sportsbetting (+5.0 per cent) and instant scratch tickets (+3.4 per cent);
- about the same proportion of respondents in the staff survey and the Victorian survey had gambled at least monthly on lottery-type games (staff = 64.3 per cent, Vic = 65.0 per cent);

- a lower proportion of respondents in the staff survey than in the Victorian survey had gambled at least monthly on casino table games (staff = 10.4 per cent, Vic = 14.4 per cent).

When gambling at least **weekly** during the 12 months prior to each survey is considered:

- higher proportions of respondents in the staff survey than in the Victorian survey had gambled at least weekly on EGMs (staff = 23.3 per cent, Vic = 8.5 per cent), Club Keno (staff = 13.0 per cent, Vic = 4.0 per cent), instant scratch tickets for themselves (staff = 14.2 per cent, Vic = 11.5 per cent), betting on horse or greyhound races (staff = 26.3 per cent, Vic = 10.3 per cent), and sportsbetting (staff = 13.9 per cent, Vic = 11.8 per cent);
- the largest differences in at least weekly gambling between respondents in the staff survey and in the Victorian survey were for betting on horse or greyhound races (+16.0 per cent), EGMs (+14.8 per cent) and Club Keno (+9.0 per cent). Lesser differences were apparent for gambling on instant scratch tickets (+2.7 per cent) and sportsbetting (+2.1 per cent);
- the same proportion of respondents in the staff survey and in the Victorian survey had gambled at least weekly on casino table games (1.8 per cent);
- lower proportions of respondents in the staff survey than in the Victorian survey had gambled at least weekly on internet casino games (staff = 8.7 per cent, Vic = 12.8 per cent) and lottery-type games (staff = 42.9 per cent, Vic = 45.2 per cent).

Table 8-2: Frequency of gambling on different activities (staff and Victorian surveys)

Type of gambling	Total participation ^a %		Less than once/ month ^b %		1-3 times/ month ^b %		1-3 times/ week ^b %		More than 3 times/ week ^b %	
	Staff 2007	Vic 2003	Staff 2007	Vic 2003	Staff 2007	Vic 2003	Staff 2007	Vic 2003	Staff 2007	Vic 2003
Bought instant scratch tickets for yourself	51.6	33.9	62.2	65.6	23.6	22.9	13.4	11.3	0.8	0.2
Played lotto or any other lottery game	77.9	60.5	35.7	35.0	21.4	19.8	41.2	43.5	1.7	1.7
Bet on horse or greyhound races	67.2	28.2	56.1	77.9	17.6	11.8	16.5	8.3	9.8	2.0
Bet on horse/greyhound races at racetrack	46.3	13.6	67.6	n/a	17.1	n/a	11.4	n/a	4.1	n/a
Played table games at a casino ^c	22.1	7.3	90.0	85.6	8.6	12.6	1.8	1.5	0.0	0.3
Played internet casino games for money	2.3	0.2	56.5	64.4	34.8	22.7	8.7	6.0	0.0	6.8
Gambled privately with friends for money	13.5	n/a	60.0	n/a	34.8	n/a	5.9	n/a	0.0	n/a
Played bingo	12.2	n/a	56.6	n/a	29.5	n/a	13.9	n/a	0.0	n/a
Played Club Keno	35.5	5.1	63.4	83.1	23.7	12.8	10.7	4.0	2.3	0.0
Bet on horse or greyhound races at a TAB	59.1	22.3	56.5	n/a	19.3	n/a	16.2	n/a	8.0	n/a
Bet on a sporting event at a TAB	20.1	5.6	62.7	67.7	23.4	20.5	11.9	11.4	2.0	0.4
Played EGMs	77.3	33.5	42.0	69.5	34.7	22.1	19.9	7.6	3.4	0.9

^a based on the whole population (staff n = 533, Vic weighted n = 8479).

^b Represents the proportion of gamblers who engaged in that form of gambling (n = various).

^c The Victorian survey asked only about playing table games at the Crown Casino, whereas the staff survey asked about playing table games at 'a casino'.

8.4 GAMBLING EXPENDITURE

Unfortunately, gambling expenditure by the respondents to the staff survey could not be compared to the Victorian population survey of 2003, as expenditure figures were not collected by that survey, due to concerns about the consistent unreliability of self-reported expenditure figures in previous research when compared to expenditure figures from official sources (Centre for Gambling Research, 2004a). As noted earlier, given this consistent unreliability, expenditure figures for the current survey should also be viewed with caution.

8.5 GAMBLING DURATION

Unfortunately, gambling duration by the respondents to the staff survey could not be compared to the Victorian population survey of 2003. The Victorian data on duration of each activity were collected only from respondents who nominated that activity as the one they had spent the most money on overall during the last 12 months, whereas the staff survey collected these data from all respondents. Additionally, the way the questions on duration were asked varied between surveys. The staff survey asked 'How many hours and minutes do you normally spend each time you

gamble on the following activities', with each activity then listed with a space next to each for the respondents to record their answers. The Victorian survey asked:

- 'how many hours and minutes do you normally spend each time you play poker machines or gaming machines?'
- 'how many hours and minutes do you normally spend each time you gamble on horse or greyhound racing, including preparation and time spent at the venue?'
- 'how many hours and minutes do you normally spend each time you play Club Keno at a club, hotel, casino or other place?'
- 'how many hours or minutes do you normally spend gambling at table games at a casino such as blackjack or roulette, including preparation and time spent at the venue?'
- 'how many hours and minutes do you normally spend each time you gamble on a sporting event like football, cricket or tennis, including preparation and time spent at the venue or on the net?'

Given these differences, it was decided that any comparisons would be too compromised by these differences in sampling and questioning about gambling duration in the two surveys.

8.6 DISTANCE TRAVELLED FOR EGM GAMBLING

A further comparison which is possible between the two surveys and which is relevant to accessibility to gambling is the distance people usually travel to gamble. In the Victorian survey, this was addressed only in relation to EGMs, where respondents were asked "Think about the last time you played poker machines at a club or pub (not including Crown Casino). How far did you travel to get there?". In the staff survey, respondents were asked 'If you gamble on the following activities, how far do you usually travel to bet on each one?', with the various activities listed. Table 8.3 shows the results from each survey for EGMs. Notwithstanding the differences in the way the questions were framed, it appears that the staff respondents generally travelled less distance to play EGMs. Compared to the Victorian survey respondents, about double the proportion of staff survey respondents travelled less than 2.5 kilometres to play EGMs, with the proportion of staff travelling more than 20 kilometres being about one-quarter of the Victorian survey figure.

Table 8-3: Distance travelled to gamble on EGMs (staff and Victorian surveys)

Distance	Staff 2007 ^a %	Vic 2003 ^b %
< 2.5 kms	64.3	32.3
2.5–5 kms	19.6	25.0
5–10 kms	7.7	20.8
10-20 kms	6.1	9.8
>20 kms	2.3	10.1

^a based on the percentage of respondents who gambled on EGMs in the previous 12 months n = 412.

^b Weighted n = 177

8.7 PROBLEM GAMBLING

As noted earlier, the staff survey used the *Canadian Problem Gambling Index* to obtain a measure of problem gambling amongst all 533 respondents. In contrast, the Victorian survey used three different screens with each screen administered to approximately equal numbers of regular gamblers - the South Oaks Gambling Screen (n = 150), the Canadian Problem Gambling Index (n = 141) and the Victorian Gambling Screen (n = 155). Some important assumptions were made in the Victorian survey which may affect the prevalence rates found and their comparability with the results from the staff survey. These assumptions were that:

- high-risk problem gamblers are only found amongst regular gamblers, but not amongst non-regular gamblers;
- moderate risk gamblers are also only found amongst regular gamblers;
- the number of problem gamblers and moderate risk gamblers identified in the sub-sample of regular gamblers is equal to the numbers that would have been found in an unrestricted total sample.

Table 8.4 shows the prevalence rates for the four CPGI categories for the staff survey and the Victorian survey, where substantial differences are apparent, even bearing in mind the assumptions made in the Victorian survey. The problem gambling prevalence rate of 5.6 per cent amongst respondents to the staff survey is nearly six times higher than that identified for the Victorian population. The moderate risk gambling rate of 13.7 per cent amongst respondents to the staff survey is around 15 times higher than that identified for the Victorian population. No separate comparisons for low risk gamblers and non-problem gamblers can be made, as the Victorian survey did not report these data.

Table 8-4: Distribution of CPGI categories (staff and Victorian surveys)

CPGI category	Staff 2007 ^a %	Vic 2003 ^b %
Non-Gambler	4.1	n/a
Non-Problem Gambler	54.1	
Low Risk Gambler	22.4	} 98.13
Moderate Risk Gambler	13.7	0.91
Problem Gambler	5.6	0.97
Total	100.0	

^a n = 533.

^b Weighted n = 141, being those who were administered the CPGI.

8.8 CHAPTER SUMMARY

When compared to results from the *2003 Victorian Longitudinal Community Attitudes Survey* (Centre for Gambling Research, 2004a), the survey of 533 staff who work in Victorian hotels and clubs reveals a group who appear to be more actively engaged with gambling than the general Victorian population.

Overall, 95.9 per cent per cent of respondents in the staff survey reported participating in at least one of the gambling activities surveyed during the preceding 12 months, compared to 77.4 per cent in the Victorian survey. For the staff respondents, the average number of different gambling activities undertaken by those who gambled in the preceding 12 months was 4.4, compared to the Victorian survey figure of 2.3 activities. The gambling participation rates amongst the surveyed staff were higher than for the general population of Victoria for all types of gambling for which comparisons could be made. They were substantially higher for playing EGMs, betting on horse or greyhound races at a TAB, betting on horse or greyhound races at a racetrack and playing Club Keno. The gambling participation rates amongst the surveyed staff were somewhat higher for buying instant scratch tickets for themselves, playing lottery-type games, playing casino table games and betting on a sporting event at a TAB. The gambling participation rates amongst the surveyed staff were only marginally higher for playing internet casino games.

When gambling at least monthly during the 12 months prior to each survey was considered, higher proportions of respondents in the staff survey than in the Victorian survey had gambled at least monthly on EGMs, Club Keno, instant scratch tickets, internet casino games for money, horse or greyhound races, and sportsbetting. When gambling at least weekly during the 12 months prior to each survey was considered, higher proportions of respondents in the staff survey than in the Victorian survey had gambled at least weekly on EGMs, Club Keno, instant scratch tickets for themselves, horse or greyhound races and sportsbetting.

A further finding was that the staff respondents generally travelled less distance to play EGMs. Compared to the Victorian survey respondents, about double the proportion of staff survey respondents travelled less than 2.5 kilometres to play EGMs, with the proportion of staff travelling more than 20 kilometres being about one-quarter of the Victorian survey figure.

When measured on the CPGI, the problem gambling prevalence rate of 5.6 per cent amongst respondents to the staff survey is nearly six times higher than that identified for the Victorian population, using the same instrument. The moderate risk gambling rate of 13.7 per cent amongst respondents to the staff survey is around 15 times higher than that identified for the Victorian population. No separate comparisons for low risk gamblers and non-problem gamblers can be made, as the Victorian survey did not report these data.

8.9 CHAPTER CONCLUSION

This chapter has addressed Research Objective Five, which was to compare the gambling behaviour and prevalence of non-gambling, non-problem gambling, low-risk, moderate-risk and problem gambling between gaming venue staff and the general population of Victoria (as identified by prior research). These comparisons have been presented for gambling participation, frequency and problem gambling prevalence. Given the heightened gambling activity and prevalence of problem and moderate risk gambling amongst the staff respondents, when compared to the general population, the next chapter focuses on the links between accessibility to gambling and gambling behaviour and problem gambling.

CHAPTER 9

LINKS BETWEEN ACCESSIBILITY AND GAMBLING BEHAVIOUR AND GAMBLING PROBLEMS

9.1 INTRODUCTION

The preceding chapter highlighted the substantially heightened gambling activity and problem gambling prevalence amongst the 533 respondents to the staff survey, when compared to the Victorian population. An obvious question to arise from this is: are these findings due to the increased accessibility to gambling that venue staff would seem to have? This chapter attempts to answer this question. It profiles the reported level of accessibility gaming venue staff have to gambling products and venues, along multiple dimensions of access and for each form of gambling. It then tests for any links between this reported accessibility and gambling behaviour, and between accessibility and problem gambling. It also considers whether being able to gamble in the workplace is linked to gambling accessibility and problem gambling. First however, some descriptive data are presented on how far respondents travel to access different types of gambling.

9.2 DISTANCE TRAVELLED TO GAMBLE

As background information to this chapter, the distance respondents usually travel to participate in different gambling activities is summarised here. While these data were presented in the previous chapter for EGM gambling, Table 9.1 also includes travel distances for the other types of gambling surveyed. It is evident that:

- the majority of respondents who gambled in the previous 12 months on lottery-type games, Club Keno, horse/greyhound races at a TAB, sporting events at a TAB or EGMs usually travelled less than 2.5 kms to engage in these activities;
- nearly one-half of respondents who gambled in the previous 12 months on horse or greyhound races at a racetrack, who gambled privately, or who gambled on bingo usually travelled less than 2.5 kms to engage in these activities;
- in contrast, the majority of respondents who played casino table games in the previous 12 months usually travelled more than 20 kilometres to do so.

Table 9-1: Distance usually travelled to gamble on different activities

	< 2.5 kms ^a %	2.5–5 kms ^a %	5–10 kms ^a %	10–20 kms ^a %	>20 kms ^a %
Lottery-type games	71.3	19.2	4.9	3.5	1.2
Bingo	44.5	26.2	14.1	10.5	4.7
Racetrack betting	49.2	17.1	11.8	12.8	9.0
Casino table games	5.7	3.3	8.2	11.8	71.0
Private gambling	47.7	18.1	12.3	13.5	8.4
Club Keno	58.3	23.0	10.6	5.7	2.5
Horse/greyhound races at TAB	62.8	24.2	7.0	4.8	1.1
Sporting events at TAB	65.5	23.0	6.1	4.6	0.8
EGMs	64.3	19.6	7.7	6.1	2.3

^a based on a per centage on respondents who gambled on each activity in the previous 12 months, therefore n = various.

9.3 CONSTRUCTION OF ACCESS SCALES

The preceding chapters of results have focused largely on the gambling behaviour and gambling problems amongst the gaming venue staff surveyed and on those who have access to gambling in their workplace. However, being allowed to gamble in a workplace which provides gambling activities is just one way that access to gambling differs for some gaming venue staff, when compared to staff who cannot gamble in their workplace and to people who do not work in gaming venues. As discussed in Chapter 2, access to gambling has been conceptualised as multi-dimensional. For example, as well as physical access, access to gambling may also include social access, financial access, and factors that affect ease of use. Some of these factors may be heightened for gaming venue staff, both those who can gamble in their workplace and those who cannot, as discussed in Chapter 2. For example, gaming venue staff, regardless of whether they are allowed to gamble in their workplace or not, may have greater knowledge of and familiarity with the way gambling products work than the general population does. However, other factors may be independent of working in a gaming venue, such as being able to get to a gambling outlet, or being able to gamble without waiting or queuing an unduly long time. The purpose of the ensuing analysis was therefore to measure accessibility to gambling along multiple dimensions and to test for any links between this accessibility and gambling behaviour. In the absence of an existing scale to measure access to gambling, it was necessary to develop one for this study, as described here.

Scale construction commenced with a review of the literature, particularly the dimensions of access to gambling identified by the Productivity Commission (1999). Consideration was then given to which of the Productivity Commission's dimensions of accessibility apply at an individual level, and which are relevant only at a population level. For example, the number of opportunities to gamble within a jurisdiction is relevant mainly at the population level, because as long as an individual can access one gaming machine, for example, that they would like to play, the number of other gaming machines in the jurisdiction is of no consequence. Consideration was also given to the insights gained in a study of gambling by gaming venue staff conducted in Queensland Australia (Hing and Breen, 2006), where some factors that appeared to encourage and discourage gambling by staff related to various dimensions of access.

Chapter 3 discussed the dimensions of access apparent from these two studies and the corresponding questions developed for the staff survey. Six scales were used to measure access to gambling on each of the following: lottery-type games, Club Keno, horse or greyhound races, sporting events, EGMs, and casino table games. For reasons of parsimony, it was decided to exclude bingo and private gambling. A decision was also made to measure access to each type of gambling, rather than to each mode in which that gambling can be offered. For example, the scale to measure access to horse or greyhound racing included accessing this type of gambling at a TAB outlet, ClubTAB, PubTAB, racetrack, on the telephone or internet. A 4-point Likert scale was used, where 1 = 'extremely easy', 2 = 'quite easy', 3 = 'quite difficult' and 4 = 'extremely difficult'. Pilot testing was performed as described in Chapter 3. The final scales used in the survey are contained in the survey questionnaire in Appendix A.

9.3.1 Factor Analyses for Access to Each Type of Gambling

Principal components analysis, using varimax rotation, was performed for the 13 access questions asked in relation to each of the six types of gambling. The rotated component loading matrices are presented below in Tables 9.2 to 9.7.

Table 9-2: Rotated component matrix: Lottery-type games

Item	Component		
	1	2	3
Feel comfortable that your friends would approve of you betting on lottery-type games	0.92	0.18	0.07
Feel comfortable that your family would approve of you betting on lottery-type games	0.92	0.20	0.07
Feel comfortable that your work colleagues would approve of you betting on lottery-type games	0.89	0.20	0.14
Feel comfortable within yourself about betting on lottery-type games	0.79	0.16	0.33
Feel socially accepted/at ease in an outlet for lottery-type games	0.69	0.22	0.43
Afford the cost of betting on a lottery-type game	0.51	0.15	0.41
Find a convenient outlet with a choice of lottery-type games to buy tickets for	0.20	0.87	0.09
Find an outlet for lottery-type games that is convenient to go to or use	0.17	0.87	0.05
Get to an outlet for lottery-type games	0.24	0.70	0.31
Be able to bet at a convenient outlet without waiting or queuing	0.12	0.63	0.33
Find a convenient outlet for lottery-type games which is open when you have spare time	0.18	0.60	0.45
Understand how to bet on lottery-type games	0.19	0.26	0.85
Feel familiar with how betting on lottery-type games works	0.25	0.24	0.85
Variance explained	31.56	23.78	18.15
Cronbach's Alpha	0.92	0.85	0.91

Table 9-3: Rotated component matrix: Club Keno

Item	Component		
	1	2	3
Feel comfortable that your friends would approve of you playing Club Keno	0.92	0.26	0.17
Feel comfortable that your family would approve of you playing Club Keno	0.91	0.27	0.16
Feel comfortable that your work colleagues would approve of you playing Club Keno	0.88	0.28	0.18
Feel comfortable within yourself about playing Club Keno	0.85	0.24	0.28
Feel socially accepted/at ease in a venue with Club Keno	0.78	0.32	0.36
Afford the cost of playing a Club Keno game	0.63	0.26	0.46
Find a venue with Club Keno that is convenient to go to	0.24	0.88	0.15
Find a convenient venue with a choice of Club Keno games to play	0.21	0.87	0.17
Be able to play Club Keno in a convenient venue without waiting or queuing	0.30	0.80	0.21
Find a convenient venue with Club Keno which is open when you have spare time	0.28	0.78	0.33
Get to a venue which has Club Keno	0.29	0.76	0.32
Feel familiar with how Club Keno games work	0.34	0.31	0.84
Understand how to play Club Keno games	0.29	0.37	0.82
Variance explained	36.40	31.11	16.87
Cronbach's Alpha	0.96	0.94	0.93

Table 9-4: Rotated component matrix: Horse & greyhound racing

Item	Component		
	1	2	3
Feel comfortable that your family would approve of you betting on horse or greyhound races	0.91	0.22	0.16
Feel comfortable that your friends would approve of you betting on horse or greyhound races	0.90	0.26	0.18
Feel comfortable that your work colleagues would approve of you betting on horse or greyhound races	0.85	0.34	0.18
Feel comfortable within yourself about betting on horse or greyhound races	0.75	0.23	0.46
Feel socially accepted/at ease at a TAB agency or racetrack	0.67	0.27	0.50
Afford the cost of betting on a horse or greyhound race	0.59	0.32	0.38
Access a TAB agency or bookmaker that is convenient to go to or use	0.22	0.87	0.11
Access a convenient TAB agency or bookmaker with a choice of races to bet on	0.25	0.87	0.20
Access a convenient TAB agency or bookmaker which is open when you have spare time	0.26	0.83	0.25
Be able to bet with the TAB or bookmaker in a convenient way without waiting or queuing	0.25	0.80	0.28
Get to a TAB agency/racetrack/telephone/internet terminal to bet on horse or greyhound races	0.29	0.78	0.25
Feel familiar with how betting on horse or greyhound races works	0.32	0.27	0.88
Understand how to bet on horse or greyhound races	0.29	0.33	0.85
Variance explained	32.47	31.49	18.76
Cronbach's Alpha	0.94	0.94	0.96

Table 9-5: Rotated component matrix: Sporting events

Item	Component		
	1	2	3
Feel comfortable that your family would approve of you betting on sporting events	0.91	0.22	0.16
Feel comfortable that your friends would approve of you betting on sporting events	0.91	0.27	0.12
Feel comfortable that your work colleagues would approve of you betting on sporting events	0.87	0.31	0.12
Feel comfortable within yourself about betting on sporting events	0.81	0.29	0.34
Feel socially accepted/at ease in a sportsbetting agency	0.78	0.33	0.35
Afford the cost of betting on a sporting event	0.67	0.33	0.30
Access a convenient sportsbetting agency with a choice of sporting events to bet on	0.29	0.89	0.19
Access a sportsbetting agency that is convenient to go to or use	0.29	0.87	0.16
Access a convenient sportsbetting agency which is open when you have spare time	0.27	0.85	0.25
Be able to bet with a sportsbetting agency in a convenient way without waiting or queuing	0.30	0.83	0.27
Get to a sportsbetting agency/telephone/internet terminal to bet on sporting events	0.31	0.83	0.24
Feel familiar with how sportsbetting works	0.30	0.30	0.89
Understand how to bet on sporting events	0.28	0.33	0.88
Variance explained	36.26	33.63	16.94
Cronbach's Alpha	0.96	0.96	0.97

Table 9-6: Rotated component matrix: EGMs

Item	Component		
	1	2	3
Feel comfortable that your friends would approve of you playing gaming machines	0.93	0.09	0.06
Feel comfortable that your family would approve of you playing gaming machines	0.92	0.09	0.05
Feel comfortable within yourself about playing gaming machines	0.88	0.11	0.20
Feel comfortable that your work colleagues would approve of you playing gaming machines	0.88	0.10	0.16
Feel socially accepted/at ease in a venue with gaming machines	0.83	0.20	0.25
Afford the cost of playing a gaming machine	0.73	0.21	0.07
Find a convenient venue with a choice of gaming machines to play	0.14	0.89	0.11
Get to a venue which has gaming machines	0.12	0.88	0.21
Find a venue with gaming machines that is convenient to go to	0.11	0.87	0.13
Be able to play a gaming machine in a convenient venue without waiting or queuing	0.19	0.85	0.21
Find a convenient venue with gaming machines which is open when you have spare time	0.13	0.83	0.30
Understand how to play gaming machines	0.21	0.33	0.87
Feel familiar with how gaming machines work	0.23	0.35	0.86
Variance explained	36.01	31.41	14.15
Cronbach's Alpha	0.94	0.94	0.91

Table 9-7: Rotated component matrix: Casino table games

Item	Component		
	1	2	3
Feel comfortable that your friends would approve of you playing casino table games	0.94	0.13	0.07
Feel comfortable that your work colleagues would approve of you playing casino table games	0.92	0.15	0.09
Feel comfortable that your family would approve of you playing casino table games	0.92	0.09	0.12
Feel comfortable within yourself about playing casino table games	0.86	0.14	0.27
Feel socially accepted/at ease in a venue with casino table games	0.85	0.21	0.26
Afford the cost of playing a casino table game	0.65	0.20	0.41
Find a convenient venue with a choice of casino table games to play	0.17	0.92	0.14
Find a venue with casino table games that is convenient to go to	0.13	0.92	0.10
Get to a venue which has casino table games	0.16	0.86	0.24
Be able to play casino table games in a convenient venue without waiting or queuing	0.16	0.85	0.24
Find a convenient venue with casino table games which is open when you have spare time	0.12	0.85	0.20
Feel familiar with how casino table games work	0.29	0.33	0.86
Understand how to play casino table games	0.29	0.34	0.86
Variance explained	36.31	32.60	15.42
Cronbach's Alpha	0.95	0.95	0.95

9.3.2 Interpretation of Factor Analyses for Access to Each Type of Gambling

A common component structure was identified for all gambling types. A set of items measuring personal, family and peer approval of gambling loaded most strongly on component 1, and was labelled *social access*. While being able to afford the cost of gambling also loaded on this factor, it is feasible that respondents felt that affordability was part of feeling personally comfortable about gambling on that activity. A set of items measuring convenience, choice, being able to get to the venue or outlet, not having to wait or queue and being open when the respondent has spare time loaded on component 2. This was labelled *physical access*. A pair of items measuring familiarity with and understanding of how the gambling product works loaded on component 3. This was labelled *cognitive access*. These items are in bold type in Tables 9.2 to 9.7 for each component.

These sets of items were subjected to reliability analysis and Cronbach's Alpha calculated and included in the tables above. The minimum alpha for any scale was 0.85 with the remainder over 0.90. This indicates that the mean of each set of items composes a reliable scale.

9.3.3 Reliability of Access Scales for Each Type of Gambling

Whilst the scales described above usefully distinguish amongst social, physical and cognitive access within each gambling type, the reliabilities of the entire sets of items for each gambling

type were assessed using Cronbach's Alpha to see whether they would compose suitable scales for broader-grained analyses comparing access to gambling types. The Cronbach's Alpha coefficients for each access to gambling type scale are presented in Table 9.8. They are all above 0.90 indicating good reliability for the means of the entire sets of items measuring the overall access to gambling type scale.

Table 9-8: Cronbach's Alpha coefficients for access to gambling scales

Type of gambling	Cronbach's Alpha
Lottery-type games	0.95
Club Keno	0.95
Horse & greyhound racing	0.95
Sporting events	0.96
Gaming machines	0.92
Casino table games	0.93

9.4 THE ACCESSIBILITY OF EACH TYPE OF GAMBLING

In this section, ease of access, as perceived by the respondents, is considered in terms of 1) access to each type of gambling, 2) physical, social and cognitive access within each type of gambling, and 3) physical, social and cognitive access across all six types of gambling.

9.4.1 Perceived Accessibility of Each Type of Gambling

Given the reliability of the access to gambling scales, a meaningful procedure was to compare the means of each scale to measure the relative accessibility of each type of gambling to the respondents. While these scales were not normally distributed, the sample size was sufficient such that the central limit theorem guarantees the normality of the sampling distribution and the reliability of the tests of significance. The mean scores of the overall accessibility scales were compared using a general linear model (repeated measures) for the six types of gambling for which perceived access was measured. Because of the scale used for respondents to rate their perceived accessibility, lower scores reflect higher perceived accessibility and higher scores reflect lower perceived accessibility.

As shown in Table 9.9, EGMs were considered the most accessible of the six gambling activities, followed by lottery-type games, Club Keno, horse/greyhound racing, and sportsbetting. Casino table games were considered the least accessible of these six types of gambling. The Wilks' Lambda statistic indicated that there were significant differences amongst these means ($F = 207.539$, $p \leq .000$, $df = 5$). In terms of the measurement scale used, accessing casino table games was perceived as midway between 'quite easy' and 'quite difficult', while access to EGMs was perceived as midway between 'extremely easy' and 'easy'. Access to the remaining types of gambling was rated approximately 'quite easy', on average.

In Table 9.9, where there are non-overlapping confidence intervals, significant differences between means are apparent; where confidence levels overlap, these differences are not significant. Thus, EGMs were considered significantly more accessible than the other five types of gambling. Lottery-type games were perceived as significantly more accessible than betting on horse and

greyhound races, sportsbetting and casino table games. Club Keno was perceived as significantly more accessible than sportsbetting and casino table games. Betting on horse and greyhound races was perceived as significantly more accessible than casino table games. Casino table games were perceived as significantly less accessible than all of the other five types of gambling.

Table 9-9: Mean scores for perceived access to different gambling activities

Scale	Mean	Std Error	95% Confidence Interval	
			Lower Bound	Upper Bound
EGMs	1.56	0.02	1.52	1.60
Lottery-type games	1.70	0.02	1.66	1.74
Club Keno	1.77	0.03	1.72	1.82
Horse/greyhound races	1.81	0.03	1.75	1.86
Sportsbetting	1.91	0.03	1.85	1.97
Casino table games	2.53	0.03	2.47	2.59

9.4.2 Perceived Ease of Physical, Social and Cognitive Access Across Different Types of Gambling

As well as considering which types of gambling were perceived as most and least accessible, it is instructive to also consider how the three dimensions of access (physical, social and cognitive access) were perceived by the respondents across the six different types of gambling. Again, the mean scores on these dimensions were not normally distributed, but the sample size was sufficient such that the central limit theorem guarantees the normality of the sampling distribution and the reliability of the tests of significance. Ease of physical, social and cognitive access are compared below amongst the six types of gambling for which perceived access was measured.

Physical accessibility

The mean scores of the physical accessibility components of each scale were compared using a general linear model (repeated measures) for the six types of gambling for which perceived access was measured. As shown in Table 9.10, physical access was perceived as easiest for playing EGMs, somewhat less easy for gambling on lottery-type games, horse and greyhound races, sportsbetting and Club Keno, and the least easy for casino table games. The Wilks' Lambda statistic indicated there were significant differences amongst these means ($F = 283.487$, $p \leq .000$, $df = 5$).

Table 9-10: Mean scores for physical accessibility to different gambling activities

Scale	Mean	Std Error	95% Confidence Interval	
			Lower Bound	Upper Bound
EGMs	1.29	0.02	1.25	1.33
Lottery-type games	1.58	0.02	1.54	1.62
Horse/greyhound races	1.65	0.03	1.60	1.71
Sportsbetting	1.79	0.03	1.72	1.85
Club Keno	1.80	0.03	1.75	1.86
Casino table games	2.74	0.04	2.66	2.82

Social accessibility

The mean scores of the social accessibility components of each scale were compared using a general linear model (repeated measures) for the six types of gambling for which perceived access was measured. As shown in Table 9.11, social access was perceived as easiest for gambling on Club Keno and lottery-type games, somewhat less easy for gambling on horse and greyhound races, playing EGMs and sportsbetting, and the least easy for casino table games. The Wilks' Lambda statistic indicated there were significant differences amongst these means ($F = 69.428$, $p \leq .000$, $df = 5$).

Table 9-11: Mean scores for social accessibility to different gambling activities

Scale	Mean	Std Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Club Keno	1.71	0.03	1.66	1.77
Lottery-type games	1.73	0.02	1.68	1.77
EGMs	1.84	0.03	1.77	1.90
Horse/greyhound races	1.84	0.03	1.78	1.90
Sportsbetting	1.90	0.03	1.84	1.96
Casino table games	2.31	0.04	2.24	2.38

Cognitive accessibility

The mean scores of the cognitive accessibility components of each scale were compared using a general linear model (repeated measures) for the six types of gambling for which perceived access was measured. As shown in Table 9.12, cognitive access was perceived as easiest for EGMs, less easy for Club Keno, lottery-type games, betting on horse or greyhound races and sportsbetting, and the least easy for casino table games. The Wilks' Lambda statistic indicated there were significant differences amongst these means ($F = 161.923$, $p \leq .000$, $df = 5$).

Table 9-12: Mean scores for cognitive accessibility to different gambling activities

Scale	Mean	Std Error	95% Confidence Interval	
			Lower Bound	Upper Bound
EGMs	1.40	0.03	1.35	1.46
Club Keno	1.89	0.03	1.83	1.96
Lottery-type games	1.92	0.03	1.86	1.97
Horse/greyhound races	2.09	0.04	2.01	2.17
Sportsbetting	2.34	0.04	2.25	2.42
Casino table games	2.75	0.04	2.67	2.83

Summary

Amongst the respondents, physical access was perceived as easiest for playing EGMs, somewhat less easy for gambling on lottery-type games, horse and greyhound races, sportsbetting and Club Keno, and the least easy for casino table games. Social access was perceived as easiest for gambling on Club Keno and lottery-type games, somewhat less easy for gambling on horse and greyhound races, playing EGMs and sportsbetting, and the least easy for casino table games. Cognitive access was perceived as easiest for EGMs, less easy for Club Keno, lottery-type games, betting on horse or greyhound races and sportsbetting, and the least easy for casino table games.

9.4.3 Perceived Ease of Physical, Social and Cognitive Access Within Each Type of Gambling

This section considers how the three dimensions of access were perceived by the respondents within each type of gambling. As noted above, the mean scores on these dimensions are not normally distributed, but sample size is sufficient such that the central limit theorem guarantees the normality of the sampling distribution and the reliability of the tests of significance. Ease of physical, social and cognitive access are compared below within each of the six types of gambling for which perceived access was measured.

Lottery-type games

The mean scores of the three dimensions within the access to lottery-type games scale were compared using a general linear model (repeated measures). As shown in Table 9.13, physical access was perceived as the easiest of all three dimensions for lottery-type games, followed by social access. Cognitive access was perceived as least easy. The Wilks' Lambda statistic indicated there were significant differences amongst these means ($F = 106.167$, $p \leq .000$, $df = 2$).

Table 9-13: Mean scores for each dimension of accessibility to lottery-type games

Ease of...	Mean	Std Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Physical access to lottery-type games	1.578	0.02	1.54	1.62
Social access to lottery-type games	1.726	0.023	1.68	1.77
Cognitive access to lottery-type games	1.923	0.027	1.87	1.98

Club Keno

The mean scores of the three dimensions within the access to Club Keno scale were compared using a general linear model (repeated measures). As shown in Table 9.14, social access was perceived as the easiest of all three dimensions for Club Keno, followed by physical access. Cognitive access was perceived as least easy. The Wilks' Lambda statistic indicated there were significant differences amongst these means ($F = 10.294$, $p \leq .000$, $df = 2$).

Table 9-14: Mean scores for each dimension of accessibility to Club Keno

Ease of...	Mean	Std Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Social access to Club Keno	1.71	0.03	1.66	1.76
Physical access to Club Keno	1.80	0.03	1.74	1.86
Cognitive access to Club Keno	1.89	0.03	1.83	1.96

Horse and greyhound races

The mean scores of the three dimensions within the access to betting on horse or greyhound races scale were compared using a general linear model (repeated measures). As shown in Table 9.15, physical access was perceived as the easiest of all three dimensions for betting on horse or greyhound races, followed by social access. Cognitive access was perceived as least easy. The Wilks' Lambda statistic indicated there were significant differences amongst these means ($F = 83.900$, $p \leq .000$, $df = 2$).

Table 9-15: Mean scores for each dimension of accessibility to betting on horse and greyhound races

Ease of...	Mean	Std Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Physical access to horse/greyhound betting	1.66	0.03	1.60	1.72
Social access to horse/greyhound betting	1.84	0.03	1.78	1.90
Cognitive access to horse/greyhound betting	2.09	0.04	2.01	2.17

Sportsbetting

The mean scores of the three dimensions within the access to sportsbetting scale were compared using a general linear model (repeated measures). As shown in Table 9.16, physical access was perceived as the easiest of all three dimensions for sportsbetting, followed by social access. Cognitive access was perceived as least easy. The Wilks' Lambda statistic indicated there were significant differences amongst these means ($F = 131.725$, $p \leq .000$, $df = 2$).

Table 9-16: Mean scores for each dimension of accessibility to sportsbetting

Ease of...	Mean	Std Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Physical access to sportsbetting	1.79	0.03	1.73	1.85
Social access to sportsbetting	1.90	0.03	1.84	1.96
Cognitive access to sportsbetting	2.34	0.04	2.26	2.42

Gaming machines

The mean scores of the three dimensions within the access to EGMs scale were compared using a general linear model (repeated measures). As shown in Table 9.17, physical access was perceived as the easiest of all three dimensions for EGMs, followed by cognitive access. Social access was perceived as least easy. The Wilks' Lambda statistic indicated there were significant differences amongst these means ($F = 142.748$, $p \leq .000$, $df = 2$).

Table 9-17: Mean scores for each dimension of accessibility to EGMs

Ease of...	Mean	Std Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Physical access	1.29	0.02	1.25	1.33
Cognitive access	1.41	0.03	1.36	1.46
Social access	1.84	0.03	1.78	1.90

Casino table games

The mean scores of the three dimensions within the access to casino table games scale were compared using a general linear model (repeated measures). As shown in Table 9.18, social access was perceived as the easiest of all three dimensions for casino table games, followed by physical access. Cognitive access was perceived as least easy. The Wilks' Lambda statistic indicated there were significant differences amongst these means ($F = 81.334$, $p \leq .000$, $df = 2$).

Table 9-18: Mean scores for each dimension of accessibility to casino table games

Ease of...	Mean	Std Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Social access	2.31	0.04	2.24	2.38
Physical access	2.74	0.04	2.67	2.82
Cognitive access	2.75	0.04	2.67	2.83

Summary

Physical access was considered the easiest dimension of access for lottery-type games, betting on horse or greyhound races, sportsbetting and EGMs. Social access was perceived as easiest for Club Keno and casino table games. Cognitive access was perceived as the most difficult component of access for all six types of gambling, except for EGMs, where social access was perceived as the most difficult.

9.5 PERCEIVED ACCESS FOR RESPONDENTS WHO CAN AND CANNOT GAMBLE IN THE WORKPLACE

Having examined perceived access to gambling amongst all respondents, this section compares perceived access to gambling between staff who can gamble in their workplace and those who cannot, for the types of gambling which can be provided by hotels and clubs – Club Keno, horse and greyhound betting, sportsbetting and EGMs.

9.5.1 Perceived Access to Each Type of Gambling Available in the Workplace

To test for any differences in the perceived access of respondents who can and cannot gamble in their workplace, mean scores were first compared for each of the relevant access to gambling scales, as shown in Table 9.19. The perceived access of respondents who can gamble in their workplace was significantly higher than the perceived access of respondents who cannot gamble in their workplace for:

- EGMs ($F = 4.930$, $p \leq .027$, $df = 1$);
- Club Keno ($F = 8.971$, $p \leq .003$, $df = 1$);
- horse/greyhound betting ($F = 5.667$, $p \leq .018$, $df = 1$).

Thus, and not surprisingly, being able to gamble in the workplace heightened the perceived access of respondents to gambling on these three available activities, although these effects are relatively small. However, being able to gamble in the workplace did not heighten perceived access to sportsbetting, which is also available through a workplace TAB where available.

Table 9-19: Mean scores of access to gambling scales for staff who can and cannot gamble in their workplace

	N	Min.	Max.	Mean	Std. Dev.
Access to EGMs:					
Can gamble in workplace	182	11	35	19.37	5.787
Cannot gamble in workplace	347	2	52	20.69	6.802
Access to Club Keno					
Can gamble in workplace	180	13	43	21.48	6.347
Cannot gamble in workplace	350	1	52	23.57	8.169
Access to horse/greyhound betting					
Can gamble in workplace	181	12	49	22.34	6.953
Cannot gamble in workplace	347	1	52	24.09	8.553
Access to sportsbetting					
Can gamble in workplace	181	9	49	24.03	7.683
Cannot gamble in workplace	345	4	52	25.27	9.134

9.5.2 Perceived Access of Dimensions Within Each Type of Gambling Available in the Workplace

Having compared the overall perceived access to each type of gambling between respondents who can and cannot gamble in their workplace, it is instructive to now consider which dimensions of perceived access (physical access, social access and cognitive access) are heightened by being able to gamble in the workplace, for the four types of gambling hotels and clubs can provide. Mean scores for perceived physical, social and cognitive access to each of the four types of gambling are shown in Table 9.20. Tests of significant differences revealed that being able to gamble in the workplace significantly heightened the following types of access to the different types of gambling, although each effect is relatively small:

- the physical accessibility ($F = 14.290$, $p \leq .000$, $df = 1$), cognitive accessibility ($F = 5.826$, $p \leq .016$, $df = 1$) and social accessibility ($F = 5.147$, $p \leq .024$, $df = 1$) of Club Keno;
- the social accessibility of horse/greyhound betting ($F = 7.368$, $p \leq .007$, $df = 1$);
- the social accessibility of sportsbetting ($F = 5.748$, $p \leq .017$, $df = 1$);
- the social accessibility of EGMs ($F = 4.113$, $p \leq .043$, $df = 1$).

Table 9-20: Mean scores for each dimension of access to different gambling activities, for staff who can gamble in their workplace and those who cannot

	N	Min.	Max.	Mean	Std. Dev.
Physical Access to Club Keno:					
Can gamble in workplace	180	1	3	1.65	0.555
Cannot gamble in workplace	346	1	4	1.88	0.704
Social Access to Club Keno:					
Can gamble in workplace	180	1	4	1.62	0.582
Cannot gamble in workplace	347	1	4	1.75	0.638
Cognitive Access to Club Keno:					
Can gamble in workplace	180	1	4	1.78	0.729
Cannot gamble in workplace	347	1	4	1.95	0.798
Physical Access to Horse/Greyhound Betting:					
Can gamble in workplace	181	1	4	1.60	0.607
Cannot gamble in workplace	346	1	4	1.69	0.679
Social Access to Horse/Greyhound Betting:					
Can gamble in workplace	181	1	4	1.73	0.595
Cannot gamble in workplace	346	1	4	1.90	0.742
Cognitive Access to Horse/Greyhound Betting:					
Can gamble in workplace	181	1	4	1.98	0.866
Cannot gamble in workplace	346	1	4	2.14	0.95
Physical Access to Sportsbetting:					
Can gamble in workplace	180	1	4	1.74	0.678
Cannot gamble in workplace	344	1	4	1.81	0.758
Social Access to Sportsbetting:					
Can gamble in workplace	181	1	4	1.79	0.653
Cannot gamble in workplace	344	1	4	1.95	0.744
Cognitive Access to Sportsbetting:					
Can gamble in workplace	180	1	4	2.34	0.904
Cannot gamble in workplace	343	1	4	2.33	0.98
Physical Access to EGMs:					
Can gamble in workplace	182	1	2	1.25	0.412
Cannot gamble in workplace	346	1	4	1.32	0.504
Social Access to EGMs:					
Can gamble in workplace	182	1	4	1.75	0.678
Cannot gamble in workplace	346	1	4	1.89	0.772
Cognitive Access to EGMs:					
Can gamble in workplace	182	1	4	1.35	0.552
Cannot gamble in workplace	346	1	4	1.44	0.641

9.5.3 Summary

Being able to gamble in the workplace was found to heighten the overall perceived access to three types of gambling which can be provided by hotels and clubs in Victoria - EGMs, Club Keno and betting on horse and greyhound races - but not to the fourth type of gambling, sportsbetting. When perceived ease of physical, social and cognitive access to each of the four types of gambling was compared between those who can gamble in their workplace and those who cannot, being able to gamble in the workplace significantly but marginally heightened the perceived social accessibility of EGMs, Club Keno, horse/greyhound betting and sportsbetting. Being able to gamble in the workplace also significantly but marginally heightened the perceived physical accessibility and cognitive accessibility of Club Keno.

9.6 LINKS BETWEEN GAMBLING ACCESSIBILITY AND GAMBLING BEHAVIOUR

Links between gambling accessibility and gambling participation, frequency, expenditure and duration are considered below, using binary logistic regression and general linear modelling. However, before commencing these procedures, the three components of each access to gambling scale (physical, social and cognitive access) were recoded to obtain reasonable numbers in each category. The original coding of items comprising these components was:

- 'extremely easy' = 1
- 'quite easy' = 2
- 'quite difficult' = 3
- 'extremely difficult' = 4

Because the original distributions using this coding were highly skewed towards the 'extremely easy' end of each scale, the recoding comprised:

- 1 = 1 ('extremely easy')
- 1.0001 to 2 = 2 ('easy')
- 2.0001 to 99999 = 3 ('somewhat difficult')

Thus, this procedure constructed 3-level categorical variables with reasonable numbers in each to use as predictors in the subsequent analyses.

9.6.1 Accessibility and Gambling Participation

Binary logistic regression was used to test for links between accessibility to gambling and participation in gambling. For each of the six types of gambling for which perceived accessibility was measured, three variables relating to accessibility were selected to determine which were the best predictors of participation, using backward conditional elimination to select the final set of significant predictors. These three variables were:

- a 3-category variable measuring physical accessibility to that type of gambling;
- a 3-category variable measuring social accessibility to that type of gambling;
- a 3-category variable measuring cognitive accessibility to that type of gambling;

Thus, the following results reflect how perceived ease of access to each type of gambling influence gambling participation.

Lottery-type games

The binary logistic regression identified one significant predictor of gambling on lottery-type games, with the following probabilities:

- 77 per cent of those who perceived cognitive access to lottery-type games as ‘extremely easy’ participated in gambling on lottery-type games in the last 12 months, compared to 71 per cent of those who perceived this access as ‘easy’ and 58 per cent of those who perceived this access as ‘somewhat difficult’.

Horse and greyhound races

The binary logistic regression identified one significant predictors of gambling on horse or greyhound races, with the following probabilities:

- 80 per cent of those who perceived cognitive access to betting on horse or greyhound races as ‘extremely easy’ participated in gambling on horse or greyhound races in the last 12 months, compared to 66 per cent of those who perceived this access as ‘easy’ and 36 per cent of those who perceived this access as ‘somewhat difficult’.

Club Keno

The binary logistic regression identified two significant predictors of gambling on Club Keno, with the following probabilities:

- 40 per cent of those who perceived physical access to Club Keno as ‘extremely easy’ participated in gambling on Club Keno in the last 12 months, compared to 39 per cent of those who perceived this access as ‘easy’ and 21 per cent of those who perceived this access as ‘somewhat difficult’;
- 51 per cent of those who perceived cognitive access to Club Keno as ‘extremely easy’ participated in gambling on Club Keno in the last 12 months, compared to 36 per cent of those who perceived this access as ‘easy’ and 14 per cent of those who perceived this access as ‘somewhat difficult’.

Sportsbetting

The binary logistic regression identified two significant predictors of gambling on sportsbetting, with the following probabilities:

- 45 per cent of those who perceived cognitive access to sportsbetting as ‘extremely easy’ gambled on sportsbetting in the last 12 months, compared to 24 per cent of those who perceived this access as ‘easy’ and 0.07 per cent of those who perceived this access as ‘somewhat difficult’;
- 39 per cent of those who perceived social access to sportsbetting as ‘extremely easy’ gambled on sportsbetting in the last 12 months, compared to 19 per cent of those who perceived this access as ‘easy’ and 0.08 per cent of those who perceived this access as ‘somewhat difficult’.

Gaming machines

The binary logistic regression identified two significant predictors of gambling on EGMs, with the following probabilities:

- 83 per cent of those who perceived cognitive access to EGMs as ‘extremely easy’ participated in gambling on EGMs in the last 12 months, compared to 73 per cent of those who perceived this access as ‘easy’ and 49 per cent of those who perceived this access as ‘somewhat difficult’.
- 79 per cent of those who perceived social access to EGMs as ‘extremely easy’ and 82 per cent of those who perceived this access as ‘easy’ participated in gambling on EGMs in the last 12 months, compared to 70 per cent of those who perceived this access as ‘somewhat difficult’.

Casino table games

The binary logistic regression identified two significant predictors of gambling on casino table games, with the following probabilities:

- 26 per cent of those who perceived physical access to casino table games as ‘extremely easy’ participated in gambling on casino table games in the last 12 months, compared to 17 per cent of those who perceived this access as ‘easy’ and 15 per cent of those who perceived this access as ‘somewhat difficult’.
- 46 per cent of those who perceived cognitive access to casino table games as ‘extremely easy’ participated in gambling on casino table games in the last 12 months, compared to 25 per cent of those who perceived this access as ‘easy’ and 0.08 per cent of those who perceived this access as ‘somewhat difficult’.

Table 9.21 summarises the findings from this section on accessibility and participation by showing the predicted per centages of participation in each type of gambling for each category of the three access components, where significant results were found.

Table 9-21: Predicted participation in different gambling activities according to ease of accessibility

	Lottery-type games	Club Keno	Betting on races	Sports- betting	EGMs	Casino Table Games
	%	%	%	%	%	%
Extremely easy physical access		40				26
Easy physical access		39				17
Somewhat difficult physical access		21				15
Extremely easy social access				39	79	
Easy social access				19	82	
Somewhat difficult social access				.08	70	
Extremely easy cognitive access	77	51	80	45	83	46
Easy cognitive access	71	36	66	24	73	25
Somewhat difficult cognitive access	58	14	36	.07	49	.08

^a not available in the respondents' workplaces.

9.6.2 Accessibility and Gambling Frequency

General linear modelling was used to test for links between accessibility to gambling and gambling frequency, for the six types of gambling for which accessibility was measured. Before commencing this procedure, logarithms of the mean scores for yearly frequency of gambling on each gambling activity were taken to gain a more normal distribution. This procedure necessarily removes respondents who gambled on the activity zero times (as the logarithm of zero is undefined), so this analysis only applies to those who gambled at least once in the last 12 months on the activity. This is justified, given that it is the gamblers who are of primary interest here. Estimated means were then back-transformed from their logarithms for reporting.

For each of the six types of gambling for which perceived accessibility was measured, three variables relating to accessibility were selected to determine which were the best predictors of frequency of gambling:

- a 3-category variable measuring physical accessibility to that type of gambling;
- a 3-category variable measuring social accessibility to that type of gambling;
- a 3-category variable measuring cognitive accessibility to that type of gambling.

Thus, the following results reflect how perceived ease of access to each type of gambling influence gambling frequency.

Lottery-type games

No significant predictors of frequency of gambling on lottery-type games were found, except for buying scratch lottery tickets:

- Cognitive access was a significant predictor of frequency of gambling on scratch lottery tickets. Respondents who perceived cognitive access to lottery-type games to be 'extremely easy' bought instant scratch tickets for themselves on average 13.7 times per year, compared to 6.6 times per year for those who rated this access as 'easy' and 5.2 times for those who rated this access as 'somewhat difficult'.

Club keno

No significant predictors of frequency of gambling on Club Keno were found.

Horse and greyhound betting

One significant predictor of frequency of gambling on horse and greyhound races was found for each of TAB and racetrack betting:

- cognitive access was a significant predictor of frequency of gambling on horse and greyhound races at a TAB. Respondents who perceived cognitive access to betting on horse and greyhound races to be 'extremely easy' gambled on these at a TAB on average 26.8 times per year, compared to 5.6 times per year for those who rated this access as 'easy' and 2.9 times for those who rated this access as 'somewhat difficult'.
- cognitive access was also a significant predictor of frequency of gambling on horse and greyhound races at a racetrack. Respondents who perceived cognitive access to betting on horse and greyhound races to be 'extremely easy' gambled on these at a racetrack on average 10.7 times per year, compared to 4.1 times per year for those who rated this access as 'easy' and 2.8 times for those who rated this access as 'somewhat difficult'.

Sportsbetting

One significant predictor of frequency of gambling on sportsbetting was found:

- social access was a significant predictor of frequency of gambling on sportsbetting. Respondents who perceived social access to sportsbetting to be 'extremely easy' gambled on this on average 5.1 times per year, compared to 4.6 times per year for those who rated this access as 'easy' and 22.5 times for those who rated this access as 'somewhat difficult'. This pattern is the reverse of what might be expected, with lower social access predicting more frequent sportsbetting play. It may be that those who play sportsbetting frequently perceive less social approval for their play and therefore rated the social accessibility questions as less easy than those who play sportsbetting less frequently.

Gaming machines

One significant predictor of frequency of gambling on EGMs was found:

- cognitive access was a significant predictor of frequency of gambling on EGMs. Respondents who perceived cognitive access to EGMs to be 'extremely easy' gambled on these on average 18.6 times per year, compared to 9.3 times per year for those who rated this access as 'easy' and 6.3 times for those who rated this access as 'somewhat difficult'.

Casino table games

Two significant predictors of frequency of gambling on casino table games were found:

- physical access was a significant predictor of frequency of gambling on casino table games. Respondents who perceived physical access to casino table games to be ‘extremely easy’ gambled on these on average 4.8 times per year, compared to 2.6 times per year for those who rated this access as ‘easy’ and 1.9 times for those who rated this access as ‘somewhat difficult’.
- cognitive access was a significant predictor of frequency of gambling on casino table games. Respondents who perceived cognitive access to casino table games to be ‘extremely easy’ gambled on these on average 4.0 times per year, compared to 2.8 times per year for those who rated this access as ‘easy’ and 2.1 times for those who rated this access as ‘somewhat difficult’.

Table 9.22 summarises the findings from this section on accessibility and frequency by showing the predicted yearly frequency of gambling on each activity for each category of the three access components, where significant results were found.

Table 9-22: Predicted yearly frequencies of gambling on different activities according to ease of accessibility

	Lottery-type games	Club Keno	Betting on races	Sports-betting	EGMs	Casino Table Games
	No.	No.	No.	No.	No.	No.
Extremely easy physical access						4.8
Easy physical access						2.6
Somewhat difficult physical access						1.9
Extremely easy social access				5.1		
Easy social access				4.6		
Somewhat difficult social access				22.5		
Extremely easy cognitive access	13.7		26.8/10.7 ^a		18.6	4.0
Easy cognitive access	6.6		5.6/4.1 ^a		9.3	2.8
Somewhat difficult cognitive access	5.2		2.9/2.8 ^a		6.3	2.1

^a shown as TAB/racetrack.

9.6.3 Accessibility and Gambling Expenditure

General linear modelling was used to test for links between accessibility to gambling and gambling expenditure, for the six types of gambling for which accessibility was measured. Before commencing this procedure, logarithms of the mean scores for monthly expenditure on each gambling activity were taken to get a more normal distribution. This procedure necessarily removes respondents with no expenditure (as the logarithm of zero is undefined), so this analysis only applies to those who outlayed expenditure in the last 12 months on the activity.

For each of the six types of gambling for which perceived accessibility was measured, three variables relating to accessibility were selected to determine which were the best predictors of expenditure on gambling:

- a 3-category variable measuring physical accessibility to that type of gambling;
- a 3-category variable measuring social accessibility to that type of gambling;
- a 3-category variable measuring cognitive accessibility to that type of gambling.

Thus, the following results reflect how perceived ease of access to each type of gambling influence gambling expenditure.

Lottery-type games

No significant predictors of expenditure on lottery-type games were found, except for buying scratch lottery tickets:

- physical access was a significant predictor of expenditure on scratch lottery tickets. For respondents who perceived physical access to lottery-type games to be 'extremely easy', average monthly expenditure was \$5.30, compared to \$3.39 for those who rated this access as 'easy' and \$3.48 for those who rated this access as 'somewhat difficult'.

Club Keno

One significant predictor of expenditure on Club Keno was found:

- cognitive access was a significant predictor of expenditure on Club Keno. For respondents who perceived cognitive access to Club Keno to be 'extremely easy', average monthly expenditure was \$6.76, compared to \$4.20 for those who rated this access as 'easy' and \$2.44 for those who rated this access as 'somewhat difficult'.

Horse and greyhound betting

Two significant predictors of expenditure on horse and greyhound betting was found for each of TAB and racetrack betting:

- cognitive access was a significant predictor of expenditure on horse and greyhound betting at a TAB. For respondents who perceived cognitive access to horse and greyhound betting to be 'extremely easy', average monthly expenditure at a TAB was \$32.69, compared to \$11.23 for those who rated this access as 'easy' and \$6.46 for those who rated this access as 'somewhat difficult'.
- cognitive access was also a significant predictor of expenditure on horse and greyhound betting at a racetrack. For respondents who perceived cognitive access to horse and greyhound betting to be 'extremely easy', average monthly expenditure at a racetrack was \$26.05, compared to \$16.09 for those who rated this access as 'easy' and \$5.50 for those who rated this access as 'somewhat difficult'.

Sportsbetting

No significant predictors of expenditure on sportsbetting were found.

Gaming machines

One significant predictor of expenditure on EGMs was found:

- Cognitive access was a significant predictor of expenditure on EGMs. For respondents who perceived cognitive access to EGMs to be ‘extremely easy’, average monthly expenditure was \$49.25, compared to \$27.69 for those who rated this access as ‘easy’ and \$13.86 for those who rated this access as ‘somewhat difficult’.

Casino table games

No significant predictors of expenditure on casino table games were found

Table 9.23 summarises the findings from this section on accessibility and expenditure by showing the predicted monthly expenditure on gambling on each activity for each category of the three access components, where significant results were found.

Table 9-23: Predicted monthly expenditure on gambling on different activities according to ease of accessibility

	Lottery-type game	Club Keno	Betting on races	Sports-betting	EGMs	Casino Table Games
	\$	\$	\$	\$	\$	\$
Extremely easy physical access	\$5.30					
Easy physical access	\$3.39					
Somewhat difficult physical access	\$3.48					
Extremely easy social access						
Easy social access						
Somewhat difficult social access						
Extremely easy cognitive access		\$6.76	\$32.69/\$26.05 ^a		\$49.25	
Easy cognitive access		\$4.20	\$11.23/\$16.09 ^a		\$27.69	
Somewhat difficult cognitive access		\$2.44	\$6.46/\$5.50 ^a		\$13.86	

^a shown as TAB/racetrack.

9.6.4 Accessibility and Gambling Duration

General linear modelling was used to test for links between accessibility to gambling and usual duration of gambling sessions, for the five types of gambling for which both accessibility and gambling duration were measured. Before commencing this procedure, logarithms of the mean scores for usual duration on each gambling activity were taken to get a more normal distribution. This procedure necessarily removes respondents with no duration (as the logarithm of zero is undefined), so this analysis only applies to those who spent time gambling in the last 12 months on the activity.

For each of the five types of gambling for which both perceived accessibility and gambling duration were measured, three variables relating to accessibility were selected to determine which were the best predictors of usual gambling duration:

- a 3-category variable measuring physical accessibility to that type of gambling;
- a 3-category variable measuring social accessibility to that type of gambling;
- a 3-category variable measuring cognitive accessibility to that type of gambling.

Thus, the following results reflect how perceived ease of access to each type of gambling influence usual gambling duration.

Club Keno

No significant predictors of usual duration of gambling on Club Keno were found.

Horse and greyhound betting

One significant predictor of usual duration of gambling on horse and greyhound betting was found for each of TAB and racetrack betting:

- cognitive access was a significant predictor of usual duration of gambling on horse and greyhound betting at a TAB. For respondents who perceived cognitive access to horse and greyhound betting to be 'extremely easy', average gambling duration was 76.4 minutes, about the same as 76.0 minutes for those who rated this access as 'easy', but substantially more than the 30.7 minutes for those who rated this access as 'somewhat difficult'.
- cognitive access was also a significant predictor of usual duration of gambling on horse and greyhound races at a racetrack. For respondents who perceived cognitive access to horse and greyhound betting to be 'extremely easy', average gambling duration at a racetrack was 65.6 minutes, compared to 27.6 minutes for those who rated this access as 'easy' and 15.6 minutes for those who rated this access as 'somewhat difficult'.

Sportsbetting

No significant predictors of usual duration of gambling on sportsbetting were found.

Gaming machines

One significant predictor of expenditure on EGMs was found:

- cognitive access was a significant predictor of usual duration of gambling on EGMs. For respondents who perceived cognitive access to EGMs as 'extremely easy', average gambling duration was 32.0 minutes, compared to 17.3 minutes for those who rated this access as 'easy' and 12.7 minutes for those who rated this access as 'somewhat difficult'.

Casino table games

No significant predictors of usual duration of gambling on casino table games were found.

Table 9.24 summarises the findings from this section on accessibility and duration by showing the predicted usual duration in minutes for gambling on each activity for each category of the three access components, where significant results were found.

Table 9-24: Predicted usual duration in minutes on gambling on different activities according to ease of accessibility

	Club Keno	Betting on races	Sports- betting	EGMs	Casino Table Games
	Mins	Mins	Mins	Mins	Mins
Extremely easy physical access					
Easy physical access					
Somewhat difficult physical access					
Extremely easy social access					
Easy social access					
Somewhat difficult social access					
Extremely easy cognitive access		76.4/65.6 ^a		32.0	
Easy cognitive access		76.0/27.6 ^a		17.3	
Somewhat difficult cognitive access		30.7/15.6 ^a		12.7	

^a shown as TAB/racetrack.

9.6.5 Summary

Table 9.25 summarises significant relationships between the various dimensions of accessibility and participation, frequency, expenditure and duration of each of the six types of gambling. It indicates that:

- easier physical access significantly increased the likelihood of participation in Club Keno and casino table games, the frequency of playing casino table games, and expenditure on instant scratch tickets;
- easier social access significantly increased the likelihood of participation in sportsbetting and EGM gambling, but easier social access is associated with lower frequency of sportsbetting.
- easier cognitive access increased the likelihood of participation in all six types of gambling (lottery-type games, Club Keno, betting on horse or greyhound races, EGMs and casino tables games). Easier cognitive access was also associated with increased frequency of gambling on lottery-type games, betting on races, EGMs and casino table games, and expenditure on Club Keno, race betting and EGMs. Easier cognitive access was also associated with increased usual duration of gambling sessions on race betting and EGMs.

Table 9-25: Significant relationships between dimensions of accessibility and gambling behaviour

		Lottery-type games	Club Keno	Betting on races	Sports-betting	EGMs	Casino Table Games
Participation	Physical access		✓				✓
	Social access				✓	✓	
	Cognitive access	✓	✓	✓	✓	✓	✓
Frequency	Physical access						✓
	Social access				✓ ^b		
	Cognitive access	✓ ^a		✓		✓	✓
Expenditure	Physical access	✓ ^a					
	Social access						
	Cognitive access		✓	✓		✓	
Duration	Physical access	n/a ^c					
	Social access	n/a ^c					
	Cognitive access	n/a ^c		✓		✓	

^a only for buying instant scratch tickets.^b but easier social access was associated with lower frequency of gambling on sportsbetting.^c usual duration was not measured for lottery-type games.

9.7 LINKS BETWEEN GAMBLING ACCESSIBILITY AND PROBLEM GAMBLING

Multi-nomial logistic regression was used to test for links between accessibility to gambling and CPGI status, for the six types of gambling for which accessibility was measured. Before commencing this procedure, the three components of each access to gambling scale (physical, social and cognitive access) were recoded into categories, as described above. Additionally, the five CPGI categories were first recoded to four categories, by removing the 22 non-gamblers (4.1 per cent), and then the four remaining CPGI categories were reduced to three by combining the moderate risk and problem gamblers. This is justified, given that moderate risk gamblers are also of concern when considering the influence of accessibility on gambling and the risk of problem gambling. This gave adequate sample sizes in each of the three remaining CPGI categories for the analysis to proceed. Thus, the sample for this analysis comprised 288 non-problem gamblers (56.5 per cent), 119 low risk gamblers (23.3 per cent) and 103 moderate risk/problem gamblers (20.2 per cent).

As noted above, multi-nomial logistic regression and likelihood ratio tests were then used to first identify which dimensions of access have an effect on CPGI categories, and second, to identify the estimated probabilities of the three CPGI categories by the categories of each (recoded) component of the access to gambling scales. Where significant values were identified in the likelihood ratio tests, means of scores on the recoded components of the access to gambling scales were compared amongst the three CPGI categories (non-problem, low risk and moderate risk/problem gamblers).

This identified the probabilities of being in each of these three CPGI categories, given the score on the recoded components of the access to gambling scales.

For each of the six types of gambling for which access was measured, four variables relating to accessibility were selected to determine which were the best predictors of CPGI category:

- a 3-category variable measuring physical accessibility to that type of gambling;
- a 3-category variable measuring social accessibility to that type of gambling;
- a 3-category variable measuring cognitive accessibility to that type of gambling;
- whether respondents are able to gamble on that activity in their workplace (included only for betting on Club Keno, horse and greyhound races, sportsbetting and EGMs).

The results are presented below for each type of gambling.

9.7.1 Does Access to Lottery-Type Games Affect CPGI Status?

The likelihood ratio tests for the influence of access to lottery-type games on CPGI status revealed no significant effects. Thus, no further test were done.

9.7.2 Does Access to Club Keno Affect CPGI Status?

The likelihood ratio tests for the influence of access to Club Keno on CPGI status revealed two significant effects – physical access and cognitive access – that influence CPGI status, as shown in Table 9.26.

Table 9-26: Likelihood ratio test: CPGI category and access to Club Keno

Effect	Model Fitting Criteria	Likelihood Ratio Test		
	-2 Log Likelihood of Reduced Model	Chi-Square	Df	Sig.
Intercept	223.718	0.00	0	.
Can gamble on keno in workplace	226.82	3.10	2	0.212
Physical access	242.44	18.72	4	0.001
Cognitive access	244.69	20.97	4	0.000
Social access	230.80	7.08	4	0.132

The estimated probabilities of each of the three categories of the CPGI for each of the three categories of physical access to Club Keno are shown in Table 9.27.

Table 9-27: Probabilities of CPGI groups for physical access to Club Keno

Physical access	Probability of non-problem gambler	Probability of low risk gambler	Probability of moderate risk or problem gambler
Extremely easy	0.65	0.13	0.22
Easy	0.53	0.29	0.18
Somewhat difficult	0.56	0.19	0.25

From the preceding table, relative to the whole sample per centage of moderate risk or problem gamblers of 20.2 per cent, the per centage was somewhat higher for those who found physical access to Club Keno ‘extremely easy’ (22 per cent) or ‘somewhat difficult’ (25 per cent) in particular, than for those who found it ‘easy’ (18 per cent).

The estimated probabilities of each of the three categories of the CPGI for each of the three categories of cognitive access to Club Keno are shown in Table 9.28.

Table 9-28: Probabilities of CPGI groups for cognitive access to Club Keno

Physical access	Probability of non-problem gambler	Probability of low risk gambler	Probability of moderate risk or problem gambler
Extremely easy	0.51	0.22	0.27
Easy	0.57	0.25	0.18
Somewhat difficult	0.64	0.20	0.15

From the preceding table, relative to the whole sample per centage of moderate risk or problem gamblers of 20.2 per cent, the per centage was higher for those who found cognitive access to Club Keno ‘extremely easy’ (27 per cent), than for those who found it ‘easy’ (18 per cent) or ‘somewhat difficult’ (15 per cent).

9.7.3 Does Access to Horse and Greyhound Betting Affect CPGI Status?

The likelihood ratio tests for the influence of access to horse and greyhound betting on CPGI status revealed three significant effects – physical access, cognitive access and social access– that influence CPGI status, as shown in Table 9.29.

Table 9-29: Likelihood ratio test: CPGI category and access to horse and greyhound betting

Effect	Model Fitting Criteria	Likelihood Ratio Test		
	-2 Log Likelihood of Reduced Model	Chi-Square	Df	Sig.
Intercept	215.852	0.00	0	.
Can gamble on TAB in workplace	216.52	0.67	2	0.717
Physical access	226.34	10.48	4	0.033
Cognitive access	240.92	25.07	4	0.000
Social access	241.51	25.66	4	0.000

The estimated probabilities of each of the three categories of the CPGI for each of the three categories of physical access to horse and greyhound betting are shown in Table 9.30.

Table 9-30: Probabilities of CPGI groups for physical access to horse and greyhound betting

Physical access	Probability of non-problem gambler	Probability of low risk gambler	Probability of moderate risk or problem gambler
Extremely easy	0.53	0.19	0.27
Easy	0.59	0.24	0.17
Somewhat difficult	0.53	0.30	0.17

From the preceding table, relative to the whole sample per centage of moderate risk or problem gamblers of 20.2 per cent, the per centage was higher for those who found physical access to horse and greyhound betting 'extremely easy' (27 per cent), than for those who found it 'easy' (17 per cent) or 'somewhat difficult' (17 per cent).

The estimated probabilities of each of the three categories of the CPGI for each of the three categories of cognitive access to horse and greyhound betting are shown in Table 9.31.

Table 9-31: Probabilities of CPGI groups for cognitive access to horse and greyhound betting

Physical access	Probability of non-problem gambler	Probability of low risk gambler	Probability of moderate risk or problem gambler
Extremely easy	0.45	0.25	0.30
Easy	0.59	0.27	0.14
Somewhat difficult	0.63	0.19	0.18

From the preceding table, relative to the whole sample per centage of moderate risk or problem gamblers of 20.2 per cent, the per centage was higher for those who found cognitive access to horse/greyhound betting ‘extremely easy’ (30 per cent), than for those who found it ‘easy’ (14 per cent) or ‘somewhat difficult’ (18 per cent).

The estimated probabilities of each of the three categories of the CPGI for each of the three categories of social access to horse and greyhound betting are shown in Table 9.32.

Table 9-32: Probabilities of CPGI groups for social access to horse and greyhound betting

Physical access	Probability of non-problem gambler	Probability of low risk gambler	Probability of moderate risk or problem gambler
Extremely easy	0.53	0.29	0.19
Easy	0.62	0.19	0.19
Somewhat difficult	0.47	0.28	0.25

From the preceding table, relative to the whole sample per centage of moderate risk or problem gamblers of 20.2 per cent, the per centage was marginally lower for those who found social access to horse/greyhound betting ‘extremely easy’ (19 per cent) or ‘easy’ (19 per cent), but higher for those who found it ‘somewhat difficult’ (25 per cent).

9.7.4 Does Access to Sportsbetting Affect CPGI Status?

The likelihood ratio tests for the influence of access to lottery-type games on CPGI status revealed no significant effects. Thus, no further tests were done.

9.7.5 Does Access to Gaming Machines Affect CPGI Status?

The likelihood ratio tests for the influence of access to EGMs on CPGI status revealed two significant effects – cognitive access and social access – that influence CPGI status, as shown in Table 9.33.

Table 9-33: Likelihood ratio test: CPGI category and access to EGMs

Effect	Model Fitting Criteria	Likelihood Ratio Test		
	-2 Log Likelihood of Reduced Model	Chi-Square	Df	Sig.
Intercept	192.056(a)	0.00	0	
Can gamble on EGMs in workplace	192.82	0.77	2	0.682
Physical access	197.55	5.49	4	0.240
Cognitive access	208.30	16.24	4	0.003
Social access	208.23	16.17	4	0.003

The estimated probabilities of each of the three categories of the CPGI for each of the three categories of cognitive access to EGMs are shown in Table 9.34.

Table 9-34: Probabilities of CPGI groups for cognitive access to EGMs

Physical access	Probability of non-problem gambler	Probability of low risk gambler	Probability of moderate risk or problem gambler
Extremely easy	0.53	0.25	0.23
Easy	0.59	0.23	0.17
Somewhat difficult	0.75	0.14	0.11

From the preceding table, relative to the whole sample per centage of moderate risk or problem gamblers of 20.2 per cent, the per centage was higher for those who found cognitive access to EGMs ‘extremely easy’ (25 per cent), but lower for those who found it ‘easy’ (17 per cent) and, in particular, ‘somewhat difficult’ (11 per cent).

The estimated probabilities of each of the three categories of the CPGI for each of the three categories of social access to EGMs are shown in Table 9.35.

Table 9-35: Probabilities of CPGI groups for social access to EGMs

Physical access	Probability of non-problem gambler	Probability of low risk gambler	Probability of moderate risk or problem gambler
Extremely easy	0.65	0.20	0.16
Easy	0.55	0.28	0.18
Somewhat difficult	0.51	0.20	0.29

From the preceding table, relative to the whole sample per centage of moderate risk or problem gamblers of 20.2 per cent, the per centage was lower for those who found social access to EGMs ‘extremely easy’ (16 per cent) or ‘easy’ (18 per cent), but higher for those who found it ‘somewhat difficult’ (29 per cent).

9.7.6 Does Access to Casino Table Games Affect CPGI Status?

The likelihood ratio tests for the influence of access to casino table games on CPGI status revealed one significant effect – cognitive access – that influence CPGI status, as shown in Table 9.36.

Table 9-36: Likelihood ratio test: CPGI category and access to casino table games

Effect	Model Fitting Criteria	Likelihood Ratio Test		
	-2 Log Likelihood of Reduced Model	Chi-Square	Df	Sig.
Intercept	133.202(a)	0.00	0.00	.
Physical access	136.53	3.33	4.00	0.504
Cognitive access	148.55	15.34	4.00	0.004
Social access	142.35	9.14	4.00	0.058

The estimated probabilities of each of the three categories of the CPGI for each of the three categories of cognitive access to casino table games are shown in Table 9.37.

Table 9-37: Probabilities of CPGI groups for cognitive access to casino table games

Physical access	Probability of non-problem gambler	Probability of low risk gambler	Probability of moderate risk or problem gambler
Extremely easy	0.44	0.30	0.26
Easy	0.53	0.26	0.21
Somewhat difficult	0.60	0.22	0.19

From the preceding table, relative to the whole sample per centage of moderate risk or problem gamblers of 20.2 per cent, the per centage was higher for those who found cognitive access to casino table games ‘extremely easy’ (26 per cent) or ‘easy’ (21 per cent), but lower for those who found it ‘somewhat difficult’ (19 per cent).

9.7.7 Summary

Table 9.38 summarises the estimated probabilities of being a problem or moderate risk gambler according to perceived physical, social and cognitive access to the four gambling activities for which significant predictors were found. Lottery-type games and sportsbetting are not shown as no significant predictors of problem or moderate risk gambling were found.

From Table 9.38, it is evident that:

- the probability of being a problem or moderate risk gambler is higher when gamblers have extremely easy physical access to betting on horse and greyhound races. However, the effects are mixed for ease of physical access to Club Keno. There appears no influence on the likelihood of being a problem or moderate risk gambler from ease of physical access to the other types of gambling activities.
- the probability of being a moderate risk or problem gambler is higher when gamblers have more difficult social access to betting on horse and greyhound races and EGMs. This

result seems counter-intuitive, yet a plausible explanation is that moderate risk and problem gamblers feel less social access to gambling on horse/greyhound races and EGMs because of their heightened gambling on these activities. That is, it appears that problem gambling status may be predicting personal and social approval of the activity, rather than personal and social approval predicting problem gambling status.

- the probability of being a moderate risk or problem gambler is higher when gamblers have extremely easy cognitive access to Club Keno, betting on horse and greyhound races, EGMs and casino table games. An alternative and plausible explanation is that moderate risk and problem gamblers have greater cognitive access to these activities due to their heightened gambling activity. That is, problem gambling status may be predicting cognitive access, rather than cognitive access predicting problem gambling status.

Table 9-38: Probability of being a problem or moderate risk gambler according to ease of physical, social and cognitive access to different gambling activities

Dimensions of access	Perceived access	Club Keno %	Betting on races %	EGMs %	Casino Table Games %
Physical access	Extremely Easy	22	27		
	Easy	18	17		
	Somewhat difficult	25	17		
Social Access	Extremely Easy		19	16	
	Easy		19	18	
	Somewhat difficult		25	29	
Cognitive access	Extremely Easy	27	30	23	26
	Easy	18	14	17	21
	Somewhat difficult	15	18	11	19

9.8 CHAPTER SUMMARY

Given that the 533 respondents to the staff survey were found to have substantially heightened gambling activity and problem gambling prevalence when compared to the general population of Victoria, this chapter examined whether these findings were due to the increased accessibility to gambling that venue staff would seem to have. This first required construction of scales to measure perceived accessibility.

The scales used to measure accessibility to six types of gambling were all found to have good reliabilities when treated as overall access to gambling scales. Further, factor analyses of each of these scales identified a common three component structure. These three components were interpreted as representing the following dimensions of accessibility - physical access, social access and cognitive access to gambling. Again, each of these components had good reliabilities.

When overall perceived access to each of the six types of gambling was examined, it was found that EGMs were considered the most accessible, followed by lottery-type games, Club Keno,

horse/greyhound racing, and sportsbetting. Casino table games were considered the least accessible of these six types of gambling.

When the perceived ease of physical, social and cognitive access was examined across the six types of gambling, it was apparent that physical access was perceived as easiest for playing EGMs, somewhat less easy for gambling on lottery-type games, horse and greyhound races, sportsbetting and Club Keno, and the least easy for casino table games. Social access was perceived as easiest for gambling on Club Keno and lottery-type games, somewhat less easy for gambling on horse and greyhound races, playing EGMs and sportsbetting, and the least easy for casino table games. Cognitive access was perceived as easiest for EGMs, less easy for Club Keno, lottery-type games, betting on horse or greyhound races and sportsbetting, and the least easy for casino table games.

The perceived ease of physical, social and cognitive access were then examined within each type of gambling. For lottery-type games, betting on horse and greyhound races, sportsbetting and EGMs, physical access was perceived as the easiest of all three dimensions, followed by social access. For Club Keno and casino table games, social access was perceived as the easiest of all three dimensions, followed by physical access. Cognitive access was perceived as least easy for all six types of gambling, except for EGMs where social access was perceived as most difficult.

Differences in perceived access to each of the six types of gambling were examined for staff who can and cannot gamble in their workplace. Being able to gamble in the workplace significantly heightened the perceived access of respondents to gambling on three of the four types of gambling which hotels and clubs can offer - EGMs, Club Keno and betting on horse and greyhound races. However, it did not heighten perceived access to sportsbetting, which is also available through a workplace TAB where available. In considering which dimensions of perceived access are heightened by being able to gamble in the workplace, it was found that being able to gamble in the workplace heightened perceived physical, social and cognitive access to Club Keno, and social access to betting on horse and greyhound races, sportsbetting and EGMs.

The influence of perceived access on gambling behaviour was also examined. Easier physical access significantly increased the likelihood of participation in Club Keno and casino table games, the frequency of playing casino table games, and expenditure on instant scratch tickets. Easier social access significantly increased the likelihood of participation in sportsbetting and EGM gambling, but easier social access was associated with lower frequency of sportsbetting. Easier cognitive access increased the likelihood of participation in all six types of gambling (lottery-type games, Club Keno, betting on horse or greyhound races, EGMs and casino table games). Easier cognitive access was also associated with increased frequency of gambling on lottery-type games, betting on races, EGMs and casino table games, and expenditure on Club Keno, race betting and EGMs. Easier cognitive access was also associated with increased usual duration of gambling sessions on race betting and EGMs.

Lastly, the influence of accessibility on problem gambling was examined. The probability of being a problem or moderate risk gambler was found to be higher when gamblers have extremely easy physical access to betting on horse and greyhound races. However, the effects were mixed for ease of physical access to Club Keno. There was no influence on the likelihood of being a problem or moderate risk gambler from ease of physical access to the other types of gambling activities.

The probability of being a moderate risk or problem gambler was found to be higher when gamblers have more difficult social access to betting on horse and greyhound races and EGMs. From this finding, it appears that moderate risk and problem gamblers feel less social access to gambling on horse/greyhound races and EGMs because of their heightened gambling on these activities. That is, being a moderate or problem gambler appears to reduce the perceived personal and social approval of the gambling activity.

The probability of being a moderate risk or problem gambler was found to be higher when gamblers have extremely easy cognitive access to Club Keno, betting on horse and greyhound races, EGMs and casino table games. It appears that moderate risk and problem gamblers have greater cognitive access to these activities due to their heightened gambling on these activities.

9.9 CHAPTER CONCLUSION

This chapter concludes the presentation of findings from the survey of staff who work in Victorian hotels and clubs. The next chapter reports on findings from the qualitative phase of the study which involved telephone interviews with 40 of those staff.

CHAPTER 10

QUALITATIVE STAFF PERSPECTIVES ON HOW WORKING IN A GAMING VENUE INFLUENCES ACCESS TO GAMBLING

10.1 INTRODUCTION

This chapter explores staff perspectives on how working in a gaming venue influences the access of gaming venue staff to gambling products and venues, both within and outside their workplace and along multiple dimensions of access. Thus, it fulfils Research Objective Six of the study. The methods used for this phase of the study have been explained in Chapter 3. This chapter now presents the results from the interviews with 40 staff from Victorian hotels and clubs, with pseudonyms used as noted in Chapter 3. The chapter commences by summarising the interviewees' responses in relation to their venues' policies on staff gambling in the workplace and their observations of staff gambling, both within and outside the workplace. The major themes discussed in the interviews are then analysed, before being summarised in relation to physical, social and cognitive access. It should be noted that additional qualitative comments to those gathered in the interviews are contained in Appendix D. These are those comments gathered from the quantitative survey.

10.2 VENUE POLICIES ON STAFF GAMBLING IN THE WORKPLACE

All respondents were asked about the rules or restrictions around staff being able to gamble in their venue. Eighteen of the 40 respondents indicated that they are permitted to gamble on site, although few venues allowed unrestricted access. Universally, gambling on the gaming machines during a work shift was not permitted, although a range of other rules applied including:

- No play in the 12 hours before or 12 hours after a shift (Ben);
- Not being able to play linked jackpot machines (Lara, Max);
- Having to wait 15 minutes after finishing a shift (Andrew);
- Must not wear their name tag (Rick);
- Can only gamble up to 45 minutes after the end of a shift (Lara);
- Uniform not to be visible (Lara, Max, Matilda, Andrew, Fanny, Duncan, Sally, Rick);
- No gambling during a shift (Raina, Lara, Fanny, Matilda, Sally);
- Must wait at least two hours after a shift (Rhonda);
- No restrictions on bistro staff (Duncan);
- Only for 30 minutes after the end of a shift (Rick);
- Must go home and change and then come back (Raina);
- No gambling on the poker machines, but can gamble on keno and the TAB (Maisie).

Of the 21 respondents who indicated that staff gambling was prohibited in their venue, most spoke of a total ban, and in one instance it was written into the contracts of the hotel staff. Will noted that, at his club, the policy was recently changed and, up until two months ago, staff were

permitted to gamble on their days off, while kitchen staff had been allowed to play at any time. The current policy is that staff are not allowed to socialise on site.

Laura explained how the ban on staff gambling came about at her venue:

‘I think early on we had an occasion where, and it was...a person was contracted for a day here, won quite a bit of money and was seen by patrons and they thought that it was, you know, it was organised. And from that day on I virtually said no matter who, no matter whether you’re working in this area or whether you’re working full stop in whatever area, it’s not acceptable.’

In Laura’s case, the staff gambling ban was motivated to protect the venue from customer complaints rather than to protect staff from the potentially harmful effects of gambling.

Although these staff indicated that there was a staff gambling ban in place in their workplace, several grey areas emerged. Practical considerations also limited the extent to which staff could gamble in their own venue. In the case of Kathy, who worked in a small club with only two current staff members and limited opening hours: ‘we can’t gamble here out of our working hours because ... when we’re not working we’re closed.’

A few respondents indicated that they were unclear on the policy, like Nigel, who thought there was one, even though ‘I’m not sure, but I haven’t really asked and I really...wouldn’t play anyway.’ Graham, a chef, was also unclear on the staff gambling policy: ‘I don’t think we’re allowed to. I’m the only (non bar and gaming staff member) and I’m not a gambler so I’ve never had the, had to worry about the boss coming up to me and saying you shouldn’t be doing that.’ One exception to the ban on gambling was noted, with staff at Miriam’s workplace wagering on a third party sportsbetting terminal on a weekly basis, although she was unsure as to whether this was sanctioned or just happened in contradiction of the ban.

Other inconsistencies in policies also emerged, with Mavis offering that staff at her venue had to go home and change but were not allowed to play on their work day, suggesting that these rules were either poorly articulated or irregularly applied. Mostly however, the restrictions in place tended to be applied across all forms of gambling to all staff, including kitchen staff, and at Rachel’s hotel, the ban is written into staff contracts. Several respondents had experience of both restricted and unrestricted staff gambling policies (Duncan), and the rules on drinking may have been different (e.g. Ben was allowed to go home, get changed and come back for a drink one hour after his shift).

One respondent, Rick, said there was no policy at his venue, but ‘there really isn’t any need for any because the staff don’t gamble there anyway.’ Only one of the 40 respondents commented on the perceived appropriateness of the policy in place in their workplace. Sally, a supervisor at a large club, indicated that no ban probably encouraged staff to gamble after work, some to excess, and that a ban would be preferable for those staff members.

10.3 STAFF GAMBLING BEHAVIOUR

Staff gambling behaviour, as reported by the interviewees, is discussed in relation to gambling inside and outside the workplace and preferred types of gambling.

10.3.1 Proportion of Staff Who Gamble in the Workplace

Respondents who indicated that they were allowed to gamble at work were asked to estimate about how many, or what proportion, of staff would do this. A few, like Rachel, thought they were not in

a position to say, because ‘I don’t associate with anyone out of work’, while others would give vague indications of ‘not many’ or ‘very few’.

Duncan, like Rick, initially said he was not aware of any staff gambling at their clubs, but spoke of other venues, such as ‘the hotel I worked at with a TAB, nearly all the staff were gambling there’ and ‘a few of the girls I know like having a play on the machines when they’re not working.’

These low numbers were reflected in the responses of Will (5 per cent), Ben (‘less than 1 per cent’), Robyn (‘maybe 1 per cent’) and Matilda (‘maybe 1-2 per cent’). Higher estimates of staff gambling were given by Maisie (10 per cent), Raina (13 per cent), Lara (12 per cent), Sky (14 per cent) and Mavis (13 per cent). Mavis qualified this by noting that most of the staff gambled at the venue:

‘at some stage... If they’re at a function once a year, or twice a year...which is a normal thing to do when you’re with a group of friends. But, yeah, exactly. As a weekly or a monthly event, I don’t think too many do it.’

Frequency and duration of play were also highlighted as important elements to take into account when considering how many staff play at the venue, as Jake’s response illustrates: ‘a few might have a couple of games after work and that’s about it. I think most of the staff, if they want to go out and have a night, they’ll go somewhere else.’

Amy also responded with a similar example:

‘... if staff come in for dinner with their family or for a family birthday or something like that, they might play the pokies with their, you know, their parents or their boyfriends or husband or something like that. But as far as a regular basis goes no, not often at all really. Every now and then, like someone might put on a Keno bet or mystery bet, randomly, but not very often.’

Higher estimates of staff gambling were given by Patrick (20 per cent) and club employees Sally (30-40 per cent) and Fanny (33 per cent). Andrew, who worked at a small club with 10 machines, thought that 100 per cent of employees would gamble at the venue and that 25 per cent would also on occasion go home, get changed and go elsewhere to gamble. Max was more direct, and responded that ‘maybe one or two have problems as evidenced by chasing losses’.

10.3.2 Proportion of staff who gamble outside the workplace

Respondents who indicated that they had a workplace gambling ban were asked to discuss staff gambling outside of the workplace. A few said they did not know (Miriam, Paolo, Nigel), while Laura and Kathy said that it would be very rare or occasional. Kaitlyn, like Sabrina, knew that ‘some do’ but the difficulties in knowing what staff did outside the workplace in their own time were acknowledged by Sabrina, who doesn’t ‘know about all obviously, but I do know that some do because I know some of my staff a little bit better than others, yes.’

Duncan had ‘noticed a few staff at different venues, gambling’ and Mark also spoke from personal experience, stating that he’ll ‘leave work tonight as I say between 3 or 4 in the morning and I’ll be going to (another hotel) and I’ll stay there for a couple of beers and have a chat to people that I previously worked with.’

Both Brian and Graham acknowledged that a few staff from their venue ‘at the end of night shift, might go and play at one of the venues down the road’ but neither could estimate how many, while Betty and Kelly responded that any staff gambling outside the workplace would be socially motivated and occasional.

Unlike the estimates of staff participation rates from staff who are permitted to gamble in their workplace, estimates of numbers from staff who are not allowed to gamble in the venue were fairly consistent. Jacinta knew of ‘one that plays the pokies and about four that gamble on the TAB’ out of the 15 staff at her venue, giving a 33 per cent participation rate, consistent with that suggested by Dallas (33 per cent) and Nadine (30-40 per cent). Higher rates were given by Jill (50 per cent), Kaitlyn (50 per cent), Noel (60-70 per cent) and Gwyn (71 per cent), while Noel and Mark thought that ‘everyone does’, although, as Nigel described, this could even be from when ‘they go on holiday or something’.

10.3.3 Preferred Form of Gambling for staff

All respondents were asked what the most popular form of gambling was amongst staff. Staff who can gamble in their venues responded that most staff gamble on EGMs, and a smaller number on Club Keno or the TAB. Even at Sally’s venue, a club at a racetrack, the main forms of staff gambling were EGMs and Club Keno.

Again, a few staff qualified their responses by discussing the size of the bets placed, such as Amy, who said that ‘the only gambling I’ve ever seen staff do is for a very small amounts. Like I said, maybe a \$3.00 mystery bet, or \$20.00 in the poker machines or a \$5.00 Keno or something like that.’

The influence of the Spring Racing Carnival was acknowledged early on in most interviews, with the Melbourne Cup race in particular being a popular betting event. But, as Matilda said, ‘that’s it. No one here really bets much at all’. Jake concurred: ‘the trend seems to be, yeah, when they knock off. They might have a drink and play, play or bet on a couple of horses and that’s it, they’re gone.’

Staff who gambled outside their venue as a consequence of the workplace ban were also most attracted to the gaming machines according to Jill, Sabrina, Mark, Brian, Graham and Dallas. Horse racing was also very popular according to Noel and Gwyn, while Kaitlyn and Laura nominated ‘gambling across the board’. Jacinta and Paolo went further, thinking that, as Jacinta said, ‘most of them here would probably rather go and bet on a horse than play the poker machines.’ Graham thought Club Keno was popular, and Kaitlyn also spoke about some staff from her large club that might go to Crown to play roulette, because they’re ‘not pokies people’.

10.4 ANALYSIS OF INTERVIEW THEMES

This section analyses the interview data, and is loosely organised around the order in which each theme was raised in the interview schedule.

10.4.1 Convenient Access or Proximity to Gambling

The majority of venue staff who could **gamble in their workplace (the workplace gambling group)** did not think that convenient access to gambling, in terms of its proximity in the workplace, influences staff to gamble at work, although they struggled to offer examples or explanations for their conviction, beyond the discouraging effects of, as Rhonda said, ‘being with it all the time’. Amy also acknowledged the unattractiveness of her venue as a place to socialise: ‘I don’t gamble a great deal but if I was gonna go to somewhere for dinner I definitely wouldn’t go to my work.’ She did concede, however, that ‘...I still do it because I just could’. Jake also articulated the position of these majority respondents, thinking that ‘if you’re going to play, you’ll play regardless. Not because it’s convenient.’

Both the staff who supported convenience as a strong component of accessibility affecting staff gambling in the workplace and those who did not, acknowledged that distance from home is a confounding factor in where staff choose to gamble. For example, Raina thought that, given that the staff gambling policy at her workplace is that staff need to go home and get changed first, staff who live further away from work probably do not return, instead going to a venue close to their home.

The influence of the distance from work to home was also addressed by Will, one of the minority of staff in this group who thought that convenience, as expressed by proximity, was an influencing factor in staff gambling. Will offered this example:

‘Well at the end of the day, all slot machines are the same and everyone knows that. So it’s certainly convenient. Where they can just knock off, grab a, like is entitled to one knock off drink, there’d be a lot of soft drinks there, so they can just go and you know, sit at a machine and put 20 bucks through, whatever they want. A bit of un-winder, especially with the staff that live close by. You know they haven’t got that, you know, ten or fifteen minutes or half an hour to get home and unwind. So probably they only live around the corner, so they’ll have a beer and a punt. So yeah, probably, yeah, convenience I’d say more than anything.’

Rachel also strongly supported proximity as an influencing factor, but not of on-site staff gambling:

‘where I used to work there was actually another venue across the road and quite often I would notice certain staff members, you know, going to play, going to play the pokies and then coming to work after. So, and quite often, they would finish their shifts and go across the road to play. So yes.’

Sally and Andrew also agreed that convenience and proximity had strong effects on staff gambling, with Andrew volunteering it was because you ‘just can’t be stuffed going anywhere else basically...’. Sally was emphatic, giving evidence that:

‘a couple that work there and like they said, you know if they weren’t allowed to gamble there, that they reckon they wouldn’t gamble. But I still know they would and yeah, I think it’s convenience more than anything. They’re there and like they wouldn’t go anywhere else because it’s out of the way. Go somewhere else. This is on their way home otherwise they’d have to go into town, because we’re a little bit out of town but we’re not far out of town.’

The convenience effect was also strongly articulated when a few staff, such as Ben and Max, noted that workplace gambling often coincided to coming in on days off to check rosters or drop off keys. Max spoke to this theme, finding that ‘a lot of the staff that will play, will play because they’ve come in for something for work and the pokies are there, so yeah, convenience I suppose like you said.’ As Ben said, ‘it’s not a come out of their way situation that they’d come down here to bet.’

While some respondents, like Patrick, suggested that their venue is ‘the only one in town’, and that this had a proximity effect, it later emerged that this was the only club, and there were several hotels in town. So in small towns with limited alternative, equivalent venues, the behaviour-proximity relationship is further complicated by type of venue.

Staff who were not allowed to gamble in their venue (the non-workplace gambling group) were also asked about the effect of convenience on staff gambling behaviour, beginning with a question about whether there are gaming venues near to the workplace where staff could

conveniently go to gamble. Staff were unanimous that there were venues that were accessible as a consequence of their proximity to the workplace, although the perception of a convenient distance ranged from a 2 to 20 minute walk to 10 kilometres. Graham also figured proximity as the time taken to reach a gambling venue, noting that ‘they could walk down there on their break, spend 20 minutes down there and walk back again; you know half an hour break’, while Kaitlyn factored in the number of machines that each convenient venue had, and Banjo discussed whether they were a Tabcorp or Tattersall’s venue.

Like respondents from the workplace gambling group, responses were more strongly against than for the notion that this convenient access had an effect on staff gambling behaviour, because, as Nigel pointed out, ‘it’s there in front of everybody wherever you go.’

In denying the effects of proximity, Kaitlyn, Betty, Noel, Brian, Gwyn, Miriam and Jill thought that staff would gamble closer to their homes, or at least further away from the workplace, although Noel acknowledged both effects when he said that ‘people will go to the closest place that they want to go to, or one that they’ve got to pass on the way home. That’s where they’ll drop off or they’ll go to, their local.’ Mark agreed, noting that:

‘there’s only about four or five of them anyway. The nearest one to us is the Stadium and I think it closes before we do and the next one would be, I don’t know, five or six city blocks away. So at three o’clock in the morning, no, I’m not going to walk down there and I’m certainly not, if I’m going to get in a cab - I’d be heading towards a suburban one.’

Of the three respondents in the non-workplace gambling group who agreed that proximity affected choice of gambling venue, Banjo and Nadine thought it was because a local (to work) venue was a good, central place to meet co-workers and staff from other venues whom they know. In her case, Banjo gambles at ‘the other hotel just a few metres up the road...(because) if you’ve had a stressful day, you can relay it on to someone who understands...’

10.4.2 Familiarity with the Gaming Environment

Most staff in the **workplace gambling group** thought that comfort, expressed as a dimension of familiarity with the gaming environment, influenced staff to gamble in their own workplace.

In particular, those in accord with this statement, like Sky and Rick, indicated that ‘...being around them all the time’ was a strong influence. Amy gave the example of how, ‘before I started working in venues I felt a bit more uncomfortable about going to them, but because I’m very aware of how they work and operate and stuff like that now, I’m more comfortable to go there.’ Matilda thought that, of the two venues in her town, ‘they choose this one probably just because they know it’.

Other non-gaming venue elements, like the staff-priced drinks at Patrick’s venue, and the social acceptance or non-judgmental attitude of others at Ben’s, were also seen as factors promoting staff comfort within their own venue. Lara, Max, Matilda and Amy saw evidence of the comforting effects of familiarity, with Amy commenting that ‘I think a lot of staff, once they work at a place, they like to sort of hang out there as well’.

Of those four respondents who disagreed that venue familiarity encouraged staff to gamble in the venue, Fanny elaborated, thinking that ‘if I’m going to gamble I’ll gamble anywhere.’ Jake thought that staff from his venue, who mostly gamble outside of work despite being permitted to gamble at work, do so because ‘they might feel comfortable out of their own venue’, the reason being that ‘some people just like to get away. Like having a drink. Some might have a quick drink

after work or whatever and others would prefer to go in a different environment so they feel they're actually away from work.'

Unlike the workplace gambling group, most respondents from the **non-workplace gambling group** did not think being familiar with the gaming environment influenced the gambling behaviour of venue staff. Reasons included that it is more of a deterrent than encouragement, or that other factors, like the characteristics of the individual or boredom, were more influential in inducing staff to gamble.

Those staff who did discern a positive relationship focused more on the association with winning and seeing patrons win than did the workplace gambling group, who talked of familiarity in terms of comfort. While the influence of seeing patrons win was probably stronger on newer staff, as identified by Betty, who was sufficiently concerned to raise the matter with the management team at her hotel group, others, like Noel, thought all staff 'fall for it'. However, Mark thought that the ones that do are 'rather naive and they're fairly fickle if they think like that.'

Several respondents highlighted the duality of this influence on their own gambling, like Miriam, who acknowledged that 'Yeah, well yeah, of course it does. I probably gamble less (since I started working here). Just because I'm sick of the place. Yeah, but I gamble higher as well. Like I take more risks. Because I've seen people win bigger and bigger bets...'

10.4.3 Safety and Security

Those in the **workplace gambling group** were asked whether, from their experience, the safety and security of staying within your workplace, rather than going elsewhere, influenced staff to gamble there. Although many staff members were initially unsure about how to respond to this question, perhaps not recognising it as a dimension of accessibility, responses were eventually evenly divided on the subject.

Raina thought that safety and security related to what might happen if money started going missing at the club, and you were known to other staff as a gambler, while Sky spoke of safety and security as a sense of danger, relating the trauma associated with a recent robbery.

Others alluded to the relationship between safety and security and comfort and being protected by familiar others, such as Andrew, who said that:

'whether it's a security aspect or just knowing that you know most of the other people around, I'd say it's because, normally you'd know most of the people that are there anyway and it's just a comfort level that you do feel safe there.'

Lara gambled at her venue for this very reason, because '...having been there for ten years I know probably 80 per cent of the patrons in there, I know the staff, I know the security, I know that if anybody came at me for any reason that I would be protected there.'

Comfort was also alluded to in a few answers, including Jake's, who thought that staff felt safe at work because 'we're quite stringent on who's in the room and stuff like that...we keep the place nice and clean.'

Sally didn't think safety made any difference to staff gambling in the workplace, because 'the other venues are, you know, I mean I feel safe if I went to another venue.'

10.4.4 Influence of Other Staff on Gambling Within the Venue

The social influences on staff gambling were explored from a number of perspectives with the workplace and non-workplace gambling participants, to assist in explaining the influence of social accessibility on their gambling behaviour. In the first instance, the **workplace gambling group** was asked to describe the influence that other staff from their venue may have on their gambling. Many respondents in this group believed that knowing other staff made them feel more comfortable in the venue while gambling, and Lara further thought that knowing the patrons she might be sitting next to, as discussed further below, contributed to this sense of security. Overall, the majority of respondents from this group thought that knowing other staff encouraged workplace gambling.

The general collegiality associated with working in a gaming venue was highlighted several times by respondents from both the workplace and non-workplace gambling groups. For example, in strongly agreeing with the statement that staff could influence the workplace gambling of each other, Amy noted that ‘(this town) is not a really big place so a lot of staff swap and change. So I’ve worked with quite a lot of people from around the area’ and, as a consequence, was likely to visit their venues. Patrick also acknowledged the stronger pull of a venue with staff you know, saying ‘you’re going to there for a drink, rather than going into a pub where you don’t know anyone.’

Shiftwork was also identified as a complicit, encouraging factor by two respondents, who noted their inclination to gamble with workmates who finished work at the same time, or for kitchen staff who shared breaks to do the same. Will’s response encapsulated both of these influences:

‘You know you might see two kitchen staff sort of having a gamble together, even three. Put \$10.00 or \$20.00 in each and pool it and sort of have a bit more fun that way...when they play the machine, they can sort of talk as well to the floor staff, you know...if they got a \$100 win or something like that, they like to sort of come up and share that sort of enjoyment with someone they know I suppose. Rather than, “oh yeah next please”, do you know what I mean?’

Maisie agreed, but thought that the social influence was more marked for men punting on the TAB, as did Duncan, also of the workplace gambling group, who talked about the encouraging influence of tip sharing amongst staff. As a counter to her discussion of TAB gambling, Maisie highlighted the invariably solo and private nature of machine gambling. She was supported in this notion by Sally, who used this argument to demonstrate her conviction that staff did not influence the gambling of others. Similarly, Raina thought that within-venue gambling was discouraged by knowing other staff, and did not ‘think they enjoy other staff hovering around them and looking at what they do, ‘cause they can see. If they like to gamble a lot, they wouldn’t want the staff to know. I think that’s why a lot of the staff don’t come here after work to socialise.’

Of those other respondents in the workplace gambling group who did not think staff influenced the gambling of others, Andrew was the only one to attempt to illustrate his answer, acknowledging nonetheless the benefits of staff-to-staff communication when gambling within your own venue:

‘No, I don’t think it has that much of an influence. It’s just one of those things that happens; if you can go in there and they’re working it just makes communication a lot easier. If something goes wrong with the machine you can tell them exactly what it is.’

Finally, while Matilda did not explicitly agree with the notion that staff influenced each other to gamble at work, she did acknowledge that ‘...sometimes, it’s a social thing to pop in and if they

want to have a play, they can have play. And they can also check their roster or talk to another staff member...’.

10.4.5 Influence of Other Staff on Gambling at Other Venues

Overall, those in the **workplace gambling group** thought that, while staff talked a lot about gambling outings or sharing of TAB tips that might indicate a strong influence on staff gambling behaviour, there were several factors moderating the tendency for staff to gamble outside the workplace. Primarily, respondents made the distinction between gambling as a group – and the limited opportunities presented to do so – and gambling alone, arguing that being out together or finishing work shifts together was where a direct peer influence could be found. Thus, these respondents thought that the staff-to-staff influence was socially motivated, and less likely to carry over into solo TAB or machine gambling. In this case, Sally thought that staff were too familiar with the vagaries of gambling to take the tips provided by other staff members too seriously.

Although staff often discussed gambling as part of their shift handover, particularly the balance of jackpot machines and recent large wins, this could act as a moderating influence on the staff member who was just starting a shift, as identified by Andrew.

Another factor that could encourage staff to gamble socially with each other was the tendency for staff to view group drinking or gambling as part of the culture of working in a hospitality venue, as evidenced in several exchanges. For example, Will readily acknowledged ‘...a situation where you know, “do you want to go down the local and put 20 bucks in?” or “do you want to go for a drink?” or whatever’ was frequently heard, but he ‘never really sort of witnessed that as a real sort of an issue or a problem.’ However, Max, duty manager at a club, said that when he heard staff saying they ‘might put \$20.00 through’, he advises them to go home, encouraging these staff to ‘go and spend their money on other things rather than putting money into the pokies.’

Those in the **non-workplace gambling group** were similarly asked about the encouraging or discouraging influence of their peers on their gambling and, like the workplace gambling group, distinguished between the effects of being in a group – which was seen as more influential – and the influence on solo gambling, which was hardly perceived. Nonetheless, fewer respondents from this group than from the workplace gambling group thought that their peers influenced staff gambling outside the venue. Thus, there appears some anecdotal evidence that staff from venues with a permissive workplace gambling policy encourage staff to gamble outside their venue more than non-workplace gambling staff do. However, as with the workplace gambling group, several moderating factors were identified including the type of gambling (staff tips were perceived as influential in encouraging TAB gambling) and being in a venue with colleagues rather than alone.

Nonetheless, Noel, a manager with 25 years experience in the industry, could perceive effects on both sides:

‘It depends on how you read it. You might, you listen to a story when they’re talking between themselves saying “so and so won heaps last week” or “so and so lost heaps last week” and I think it will just depend on the story and then, the next time they’re out themselves socially, they’ll see a machine that they know that, you know, they’ve seen Joe Bloggs clean up on at your venue – “oh I might have a crack at that because so and so cleaned up on that the other week” or “the feature’s easy to get on that, you should have a go at that...I mean even between managers, we talk about stuff. I mean, we used to go out on a Friday night, a group of us when I was an Area Manager. Once every couple of months we’d say were going out to check all the other venues out. But we’re also all throwing in \$50.00 each and go and play the pokies at all these venues.’

While those respondents who acknowledged the influence of staff on staff gambling had a diversity of experience in the industry, most respondents from the group who said that staff did not influence each other in their outside gambling, had less than 18 months experience in the industry. Of the three managers with more than 11 years experience who thought there was no influence, few compelling reasons were offered, although Gwyn did acknowledge a lack of discussion about participation:

‘You don’t really talk about our own gambling very much. Like, we have one that goes to the casino. We just know he goes, it’s, you know. He talks about it quite openly and freely – it’s not a problem, he’s not trying to hide it or anything like that. And...we don’t judge him by that.’

10.4.6 Knowing Other Patrons

Most of the **workplace gambling group** clearly indicated that knowing patrons discouraged them from gambling at work, although there were several exceptions, such as the few staff who either felt unqualified to comment or others who were able to argue both for and against this influence. The ways in which patrons could encourage staff to gamble included by giving tips for the TAB – particularly prominent in some venues where patrons involved in the racing industry gathered – and by facilitating a welcoming social atmosphere. Sky’s response illustrated the way in which patrons might encourage staff gambling, while acknowledging that the individual staff response determined the final outcome:

‘Well you could say yes and no. Sometimes they might come in and say “so and so’s got a ride today, it might do alright”. It’s just a figure of speech too. It’s just a friendly sort of gesture at times I guess. Or “I heard a tip”.’

Maisie, however, was alone in the workplace gambling group in thinking that the atmosphere of the TAB was less conducive to staff gambling than the gaming floor. As she noted, ‘customers walk up to a terminal, they chuck a ticket in, they get the money, they walk away.’

Of the majority responses that said patrons discouraged them from gambling at work, the most common reason was articulated by Jake, who thinks ‘people like to get away from where they’re working; they have a decent session for an hour or two hours or what have you’, mostly, it seems, because regular patrons can make staff feel uncomfortable in their approaches and make comments about any wins they may see staff have. This effect was not, however, consistently felt, and two staff acknowledged the attractiveness of gambling with patrons who might wish them well if they experienced a win. In small communities with limited gaming facilities, such as Matilda’s, knowing other patrons was an inevitable and welcome social aspect of working in a venue.

10.4.7 Shiftwork

The most comments received from both groups related to the effects of shiftwork on staff gambling behaviour within and outside of the venue. In this latter instance, many staff felt qualified to comment on the basis of the number of staff from other venues whom they knew or had observed gambling in their own workplace.

The **workplace gambling group** was able to provide equal numbers of examples for and against shiftwork as an inducement to gamble at work, mostly frequently citing late night finishes and the need to wind down as strong influences on actual gambling behaviour.

Late finishing was regarded in many instances as a deterrent to gambling, because this limits staff gambling at work. Thus, day shift staff were the ones mostly perceived as engaging in after work on-site gambling. Sally, a night shift worker, said ‘when I used to do day shift, I used to stay, have

a drink and play... But now that I work nights, like I don't go in there to play. And when I knock off, the machines are closed...all the ones that do day shift, the majority of them will stay and play the pokies afterward'. In Andrew's case, he was pleased that he now did night shift, as it reduced the amount of time that he gambled.

This perception that workplace gambling is an option only available to day shift staff was widely represented. Those staff in the workplace gambling group who spoke about gambling after a late finish mostly discussed going to other venues, such as in this description by Max:

'Like I know sometimes we've finished work at say 12.30 here and you're a little bit, like you might have worked from 3 o'clock. You're a little bit, like awake and we tend to go to another venue for a drink because we know it's open. And then obviously, if they go for a drink and there's staff that do gamble here, well they tend to throw in 20 or 30 at another venue. And also, certainly if their partner's also asleep at that time of night, they're not likely to go home. So they're wanting to go somewhere else.'

Of the staff who thought shiftwork was not an influence on staff gambling, only Maisie offered a reason for her answer, noting that hospitality staff are habituated to the demands of shiftwork.

When the same **workplace gambling group** was asked to discuss the influence of shiftwork on **gambling outside the workplace**, the typical, initial reaction was that they would not know what their colleagues did, but they did frequently observe and interact with staff from other venues who came to gamble at their own venue. Noel, for example, drew on his previous experience in hotels, stating that 'you used to be able to recognise the staff from other hotels...they weren't in for a social drink. They were just more in to play pokies.' Duncan has also seen many employees of other venues play before their shifts at his venue. They 'come in their uniforms, you know with a jacket on and that, and (are) playing the machines and then going to work...obviously I don't know whether any of ours did it, but none...that I know of anyway'. Despite these uncertainties, almost all respondents thought shiftwork influenced staff to gamble at other venues, regardless of the in-house workplace gambling policy.

Several factors identified by this workplace gambling group complicit in staff gambling at other venues included the policy of their workplace, the opening hours of other venues relative to their own, the opportunity to meet with other hospitality workers, a desire to observe the gaming practices and offerings of other venues, and a desire for privacy from patrons of their own venue.

Andrew thought about one-quarter of staff at his venue would go out to other venues, to do 'competition checks. See what sort of operations the other venues are running. The likelihood of playing a machine that isn't in the venue'. His response concurred with many others in both the workplace gambling and non-workplace gambling groups, who often indicated that staff may have difficulty switching off from work, even when out for reasons of leisure, or that maybe they require the 'excuse' to gamble rather than just wanting to participate. This could be part of the 'culture' of the workplace and of being a hospitality employee.

Sally, a supervisor with 10.5 years industry experience, was one of the few in the workplace gambling group who:

'doesn't know any of them that do knock off work and go to another venue to play. I sort of haven't come across any of them that do that. They'll sit there and play. Have a drink, have a play and then go home.'

She similarly described her own behaviour: ‘when I knock off work I like to go home. If I wanted to have a play and have a drink, I would stay where I was. Once I’m in the car I just want to go and get home.’

With very few exceptions, those in the **non-workplace gambling group** also credited the notion that shiftwork is an encouragement to gamble at other venues. Unlike the previous respondents, none of this group spoke of not wanting to gamble after a late shift, nor identified the need to check out the offerings of other venues. Rather, they concurred with the non-workplace gambling group that the primary influence on after work gambling was the desire to wind down or relax, accompanied by a lack of alternative leisure opportunities or inability to interact with family and friends. Dallas highlighted this social inequity well, describing how ‘only last week, well our venue’s probably open the latest, but I’m not allowed to gamble, so I drove for half an hour to another venue that was open to the same time as us just to play for a couple of hours...I’d been home and I was bored so I thought I’d go to this venue.’

In her strong affirmation of the link between shiftwork and staff gambling, Jacinta talked about the groups of staff from other venues that used to frequent her previous workplace ‘when 24 hours was in...because it was something they could do. It was like, you know, six o’clock in the morning. They finally had somewhere to go. It’s their night time I suppose. Where it’s our day time. They’d come in and have a beer and not, you know, heavily gamble, but we used to get a hell of a lot of them where I last worked. But obviously here, being the shorter hours, we don’t so much.’

None of the other 21 respondents in this group spoke of being unable to access a gambling venue as a result of the shutdown, and Brian offered evidence that it was of little consequence when it came to choosing a place to go after work, as even:

‘if you’re working at a place that’s open its full 20 hours and you finish at 4 o’clock in the morning and there are other places around that are still open and there’s not too much else to do...a lot of people would be influenced to go and have a drink and a gamble.’

Noel also underscored the ease and convenience of gambling after a 1am finish, often going ‘somewhere to have a beer, or meet my son or something and go and put 20 bucks in a poker machine. That’s only because I can and it was that time of the night, that time of morning.’

Of the few non-workplace gambling staff who disagreed that shiftwork influenced staff gambling, or argued for other, stronger influences, the most common reason was that it is individual characteristics. For example Gwyn thought ‘that if you’re going to gamble you’re going to gamble whether you’re doing shiftwork or not’. Nigel emphasised the geographic availability of gaming, where ‘it is accessible to everybody - that does not exclude gaming staff members.’

Finally, both groups spoke of the influence of split shifts, a common feature of kitchen staffing, on the gambling behaviour of those employees. Overall, several respondents acknowledged having seen kitchen staff gamble between shifts, although a few staff said that kitchen staff tended to go home rather than stay at the venue.

10.4.8 Knowledge and Familiarity with Gambling

Both the workplace gambling and non-workplace gambling groups were asked if they thought the increased knowledge and familiarity with gambling that staff generally have influences their own gambling behaviour.

Those in the **workplace gambling group** were divided in their responses, although common to all was the assertion that gaming venue staff should have a greater knowledge of the odds of winning and should recognise the low likelihood of such. Matilda was assured in her response that, 'because they're with them everyday and they're explaining to people how they work...we know the rules'.

Several respondents, such as Maisie, thought that this higher level of knowledge and familiarity was discouraging, and made them 'inclined not to play', although Maisie thought that staff with access to 'the money side of it and the revenue' were more empowered in this regard.

Amy acknowledged the double edge of familiarity with gaming:

'it doesn't influence me because I know what the odds are and stuff like that. But because I do know a little bit more about it, it does sort of entice me... So it sort of works in both ways, yeah, because I know the odds, I don't gamble very often but because I do have a bit of knowledge on gaming, I do like to gamble every now and then.'

While Andrew also thought that staff knowledge and familiarity influenced their gambling behaviour, he also demonstrated the contradictions in this perceived certainty. For example, while staff '...basically know how machines operate, how they can actually increase their chance of winning on a linked jackpot system', he didn't think this familiarity extended to the perceived ability to influence the outcome of the machines, acknowledging that 'it's purely just chance and coincidence and basically good luck'.

It is also probable that gaming staff come to know the machines in their venue quite well, as a consequence of serving the patrons who use them. Some staff from the **workplace gambling group** were asked whether this might affect the decision to gamble at their own venue. Will, Sky and Andrew thought so, with Will likening it to:

'...going to a shopping centre or a supermarket, where you know where things are I guess.' You're like "I, yeah, I need, I know where my machine is" or I'll walk past it at the start of work and yeah it hasn't been a deployment or anything. Or, you know, like other venues you don't know how, they're swapping machines around and stuff.'

Sky referenced the TAB, and the special knowledge required there, when she said that 'they feel comfortable coming in, they know how the system works... They know what time a certain race is on I suppose and yeah, I mean, they can look up the board odds and everything.'

Patrick, Ben and Matilda disagreed, either because 'it's not like you can just get the figures and say which one's going to pay, because it doesn't work like that' (Patrick), or because 'they jump on any one there' (Ben).

The **non-workplace gambling group** perceived a stronger influence, overall, of gambling knowledge and familiarity on staff gambling behaviour, although several of these respondents supposed this influence to be discouraging. This discouragement came about from seeing how much patrons lose, thus 'taking a bit of the fantasy out of it' (Kaitlyn), or knowing and practically observing the odds of a win. Betty acknowledged this as 'a shift in thinking since they've starting putting the stats in the machine. So you can actually dial the machine and say what's the chance of getting five Kings or whatever it is and some staff actually read that stuff...when they've got spare time'.

This knowledge does not always translate into caution on the part of the staff member, however. Noel, a manager with a long history of working in gaming, including in other states, thought that these odds empower staff to think they have inside knowledge of gaming machines:

‘I’d like to think we’ve got inside knowledge. Look I can tell you, tell you now, when I do the morning shifts and I count the cash every morning for four or five days, on about day three or four I think, "gee we’re due for a couple of payouts." And all of a sudden the machines will start paying out’.

Betty spoke of how gaming floor staff have time to observe patrons in play, develop a rapport, and ‘hang around with them while they’re on the machine.’ This can translate to gambling outside of work, as described by Banjo, who ‘used to go just up the road because there was a particular game I liked to play...and if I enjoy playing the game I enjoy watching (customers play) it too.’

While Dallas thinks staff from this group might ‘see the machines at our venue might be paying out, so they go to the other venues and try those machines - see if they can win a crust’, Brian estimates that for ‘an overall proportion the only advantage the staff would have when they go and play at other venues (is that) they already understand what they need to get on the machines to win or what, what’s the jackpot and how they work.’

10.4.9 Effect of Jackpots

The effect of jackpot machines, and linked jackpots in particular, on staff gambling behaviour emerged during discussion with some respondents, and was deemed sufficiently influential to be incorporated in the questions for subsequent interviewees. Two broad themes relating to jackpot machines emerged. The first was that many staff indicated that they could ‘tell’ when a jackpot was close to being won, as a consequence of knowing the jackpot limit and judging this against the current balance. The second theme was that this could induce chasing behaviour in that group of employees who did gamble. While this is not knowledge or behaviour exclusive to staff, they do have higher access to jackpot machines and greater knowledge about jackpot levels.

In the **workplace gambling group**, a few respondents indicated that their only restriction was on playing the jackpot machines, or on playing the jackpot machines when they reach a certain level, which Sally:

‘totally agree[s] with because, like, if we knock off work, we go out there and like, you know we don’t know which machine it’s going to go off on because it’s linked to Melbourne. But if we win it and they say “oh yeah, you know which machine to play don’t ya’!” I don’t think it looks really good but the boss said we’re not allowed to play while its 4½ to 5.’

While some staff in this group would watch the balance of the jackpot machines closely, and then play the machines off duty, others like Amy perceived this knowledge component as a consequence of the job, because ‘when you’re at work all day you keep an eye on those things’.

Max’s ‘first memory of staff gambling’ relates to a staff jackpot win: ‘...we used to go around and say “no get on the Wild Cash machines, it’s about to go off”. One of our staff had finished his shift, got on, won it.’ The staff gambling policy at that Max’s workplace was changed as a consequence of this incident.

The **non-workplace gambling group** also acknowledged their constant awareness of the balance of jackpot machines, and several respondents said this was an inducement to some staff to seek out those machines elsewhere, particularly where the jackpot machines are linked across venues.

10.4.10 Normalisation of Gambling

Responses to enquiries around the normalising effect on gambling of working in a gaming venue, more than any other, highlighted the complicity of other dimensions of accessibility, such as safety, social approval and familiarity, on staff gambling behaviour.

All respondents in the **workplace gambling group** thought that gambling becomes normalised for staff (i.e. they are more likely to see gambling as a good or acceptable pastime), although many thought that this was not enough to induce staff to gamble. Other factors identified as influential in this normalisation for this group included the attractiveness of the gambling environment, which was generally perceived as clean and safe, the social pressures to participate, and the length of time working in the industry. A few respondents also thought, like Raina, that because they ‘...see it every day’, this makes them averse to spending time in the venue because ‘you don’t want to sort of come back into that environment again.’

Ben, Max, and Jake, in acknowledging the normalising effect - ‘I think they feel it’s more acceptable’- also lent toward the general feeling expressed by many respondents at different times during the interviews that gambling participation is determined by individual factors. For example, Jake, in response to the enquiry as to the normalising effect of working in the industry, said ‘I think if someone likes to have a bit of a punt they will do so regardless.’ He elaborated on this point by noting that:

‘it makes them more aware...I think it gives them a better understanding of what’s involved in the gaming side. I, in my experience, I haven’t found anyone really that’s never played before and then they started working and that’s had an influence on them to play, so yeah.’

The **non-workplace gambling group** also mostly supported the notion of a normalising effect of workplace participation, like Kaitlyn, who:

‘doesn’t know about influencing their own gambling behaviour but I think it certainly puts a normal spin to people who do gamble...once they actually work in a venue like this they realise that not all gamblers are bad, so I think it sort of eases a bit on the perception that gambling is bad...’.

Caveats were also issued by several other respondents, who either didn’t perceive an influence on staff gambling behaviour, or were unsure about the effects of this ‘desensitisation’. Some, like Laura, thought that seeing losses had a strong deterrent effect, while Rachel, like Kaitlyn above, spoke about the normalising effects of gambling that come from seeing the positive effects, for example how it relieves the loneliness and boredom of older patrons.

Of those respondents strongly supporting the idea that through normalisation of gambling staff were compelled to gamble themselves, a few thought it influenced their own gambling although, in their responses other related factors were identified, such as the social accessibility of gambling. For example, Jill spoke of how ‘whenever we go out as a group...we either meet in the pokies or meet in the bistro and end up in the pokies’.

10.4.11 Financial Circumstances

Whether the typically low wages of front line hospitality staff (relative to other industries) had an effect on the gambling behaviour of these staff, or, conversely, whether salaried managers with potentially more disposable income were affected by their financial circumstances were explored with both groups of staff.

Almost all respondents in the **workplace gambling group** thought that the financial circumstances of staff limited their gambling behaviour. That is, those on low incomes were not able to gamble and those with disposable incomes – on higher wages – could afford to gamble a little. Matilda, for example, was typical in acknowledging her tight finances and said this limited her gambling expenditure to \$2.00-\$3.00 at most.

A few respondents in this group who were undecided agreed with the prompted suggestion of the interviewer that some employees could see gambling as a way to supplement a low income, particularly where the number of shifts was low. Max had first-hand experience of this, noting that new employees, in particular, who might only get two or three shifts ‘...can think ,wow, that’s so easy to do. So when money is low, maybe they do tend to look at pokies as an option of winning.’

Respondents in the **non-workplace gambling group** were divided as to whether they perceived an influence of income on staff gambling behaviour. Those who thought that financial circumstances had no effect either thought that staff in need of extra money would try to pick up extra shifts to supplement their income, or were sensible enough not to look at gambling as a money-making exercise. Others, like Kathy, thought that income was the limiting, rather than motivating, factor: ‘I suppose if you really can’t afford it, well then I guess you can’t do it.’

Those respondents who agreed that a limited income was an encouragement to gamble, like Dallas, thought that ‘if you’re after a bit of extra money, a win of a couple of hundred dollars at the pokies is pretty good...’. Laura also thought that staff, like members of the public, who ‘aren’t rewarded or (are) finding life difficult where money is concerned...’ would be influenced to gamble.

10.4.12 Other Themes Raised

Toward the end of each interview, respondents were asked whether there were any other aspects of working in a gaming venue that they thought either encouraged or discouraged staff from gambling, and whether there were any other comments they wished to make.

Overwhelmingly, the **workplace gambling group** cited seeing player losses as the factor most likely to discourage staff gambling, although other factors cited once included the staff policy and not wanting to socialise with people you actually work with. Sky thought that the occasional presence of ‘an up to date lady that comes around all the time and she gives us pamphlets and I know personally all the staff do read them’ also helped discourage staff gambling, presumably through informing staff about the low odds of winning.

The few encouraging factors cited by respondents that they felt had not already been discussed included Mavis’s view that ‘people that are in the industry that think it’s a good industry, might support each other’s industries’. Seeing the wins was also thought to have an effect, as was the encouragement of staff and patrons in the case of TAB gambling. It was thought, too, that younger staff, or those with less experience in the industry, were particularly vulnerable.

The **non-workplace gambling group** was similarly discouraged by seeing patrons lose money, and were struck by the negative consequences that ensue. Some staff, again those new to the industry, were also perceived as being at-risk of seeing gambling as a way to win money, as a result of seeing players win large amounts. Max thought that training – or a lack of it – was complicit in the gambling habits of new staff.

Jacinta, like Graham, thought that the desire to be out of the work environment - ‘you look at them, all day, so you don’t really want to go out and play them’ - limited staff gambling. Conversely, Kaitlyn thought the emphasis placed on making the ‘workplace fun and try(ing) to

make it fun for our customers' could lead to staff seeking 'the same thing if they every went to a gaming venue'.

While almost all staff acknowledged that employment in the industry was stressful, mostly through witnessing the losses of patrons, some, like Noel and Banjo, were able to link that to staff gambling: 'Well the stress in general encourages some people to gamble. So if you're under stress at work through either negativity of gambling or whatever, your boss is giving you a hard time or you're struggling with your workload, you'll wander off to your little club in the corner, or your pub in the corner, and off you'll go and start playing pokies. I suppose it's human nature unfortunately.'

Alcohol was also an influential factor in staff socialising and thus, indirectly, in staff gambling. Sometimes, it is the need to 'wind down', as discussed earlier. More commonly, as Mark described it, most players know the system whereby machine players are 'rewarded' with drinks, in an effort to keep the turnover on machines up. This could be encouraging, in the sense that, if you were going to drink anyway, playing the machines might not cost much. The system works thus:

'As I walk in the door of the hotel, the guy that would be the night shift supervisor or manager that night, will see me coming and whoever's with me, and he'll have a drink on the bar for us by the time we get to the bar. And there will be no charge...because he knows that we're probably going to put \$20.00, \$30.00, or \$50.00 in the machine between us.'

The workplace culture, that encourages staff to understand their product, and to know what promotions and machines the competition offered, was also influential in encouraging staff to gamble at other venues or, where allowed, at their own. Nigel discussed how, while he was once a non-gambler, he now gambles 'to learn the machines. To see what people feel.' Laura similarly discussed how this culture pervades staff social occasions:

'where somebody might say "will we put \$5 in" and that's as far as it's gone. And they've come back and comment on "there wasn't many people there", or "there was loads of people there" and looking at the environment more than anything else, more than their interest in the actual gambling.'

Max also identified gambling in the workplace as some staff's way of 'supporting the club.'

Management can also have a role in encouraging or discouraging staff gambling. In Sally's case, she had approached her manager, seeking a ban on staff gambling, and his response was that 'our turnover would drop. I would sooner the staff play here, than go elsewhere and play'. This illustrates the strong leadership and mentoring role that managers can take, and the potentially strong message that a permissive staff gambling policy could send. Another respondent spoke of the liberating effect that having the hotel owner/manager not present at the venue had, noting that staff were readily able to gamble at work late at night in his absence.

Pubs and the TAB were also perceived as places where staff gambling was more likely to occur, in perhaps excessive levels, as a result of the unique social environment of both. Duncan thought:

'the pub scene - it's just sort of more undisciplined and there wasn't sort of, yeah, yeah, like anyone sort of looking over. So staff just seemed to do what they liked. It was one of the reasons I left... I was balancing the TAB and that, and having discrepancies and that, and in the end I had enough. Because I knew what was happening but it didn't, it just seemed to fall on deaf ears.'

Although the subject of staff gambling problems was not raised with respondents, several were compelled to discuss their perceptions of problem gambling prevalence within the industry, like Matilda, who thought that ‘in the eleven years I’ve been here no one’s ever had a problem, no one gambled too much, no one’s ever been spoken to.’ On the other hand, Sally, who worked in a large venue with a permissive gambling policy that bordered on encouraging, thought ‘there’s a couple there that have definitely got gambling problems, yeah, and they know they have. If they didn’t work in the venue I don’t think they would have.’ She also felt constrained by not being able to talk to staff or patrons about perceived gambling problems, although acknowledged the challenges associated with doing that.

Overall there was a sense amongst many respondents that there are gamblers and non-gamblers, and the influence of the workplace is either neutralising or discouraging. However, several respondents also acknowledged opposite effects, particularly around the culture of the workplace, which drew employees to gambling venues at knock-off time, and valued product knowledge, frequently obtained off the job, quite highly.

10.5 SUMMARY OF THEMES IN RELATION TO ACCESS

This section draws together the interview findings under the three themes of physical access, social access and cognitive access to gambling, as perceived by the interviewees.

10.5.1 Physical access

Physical access to gambling by staff was discussed by the interviewees mainly in terms of convenience, proximity to work and to home, and the influence of shiftwork and split shifts on the times that staff are likely to access gambling facilities.

Most respondents did not think convenient access to gambling, in terms of its proximity in the workplace, influences staff to gamble at work. This may be because of the unattractiveness of the venue to the staff member and/or because they have already spent a good deal of time around gambling and that venue while at work. However, it was readily acknowledged that staff, like the general public, have convenient access to venues in general.

If staff need to change out of their uniform to gamble at the workplace, those who live some distance away are more likely to gamble at a venue closer to home. However, if no other similar venue operates in the town, then staff may be more likely to gamble in their workplace. Even for staff not allowed to gamble in their workplace, other venues are often in close proximity to their workplace, allowing convenient gambling before or after work. These nearby venues were also considered good places to meet up with co-workers and staff from other venues whom they know. For others, it may be more convenient to gamble closer to home, either on their way home from work or during time off, than to go to a venue near the workplace.

A minority thought that the proximity of gambling facilities was an influencing factor on staff gambling in the workplace, especially as it is such a convenient way to relax after work. Some also gamble in the workplace when they come in to check rosters or return keys in their time off.

Shiftwork was another aspect of staff worklife that appeared to affect physical access to gambling. Late night finishes meant some staff did not have the opportunity to gamble after work, so staff gambling in the workplace was seen as confined to those working day shifts. However, staff who finished late did sometimes go to other venues after work and many had observed staff from other venues coming to the respondent’s workplace before or after shifts to gamble. Essentially, shiftwork was seen as encouraging staff to gamble at other venues, rather than in their workplace.

This was due to workplace policies on staff gambling, relative opening hours, opportunities to meet other hospitality workers, wanting to observe the gambling facilities at other venues and wanting privacy in their own gambling.

Several respondents also commented on seeing kitchen staff gambling between shifts. In terms of physical access, these staff often find it easier to stay close to their workplace in between split shifts. Gambling then becomes a way to pass that time.

10.5.2 Social Access

Social access to gambling was discussed by the interviewees mainly in relation to the potential familiarity and comfort of gambling in their workplace, safety and security, encouragement from other staff to gamble, the influence of patrons, the normalisation of gambling, limits on other social activities, and management and workplace culture.

Most staff who could gamble in their workplace thought familiarity with their venue's gaming environment made it a comfortable and sometimes inviting place to gamble. Cheaper drinks for staff (where provided) and the non-judgemental attitude of others added to this comfort level. However, other staff who could gamble in their workplace felt that staff preferred to gamble elsewhere, so they felt they were away from work. In contrast, staff who could not gamble in their workplace tended to disagree that familiarity with gaming environments encouraged staff to gamble. Some reasons were that this familiarity turned staff off gambling and they get sick of the environment. Others felt that individual factors such as boredom were more influential than social factors.

Respondents were fairly evenly divided on whether the added safety and security of gambling in your own venue, rather than going to another, encouraged staff to gamble in their workplace. Some commented that knowing other people in the workplace added to the level of comfort and others that security is enhanced because they know so many staff and patrons and because their venue has a strict security system. However, others noted that alternative venues were just as safe.

The potential influence of other staff on social accessibility to gambling was the topic of much discussion. Most staff who could gamble in their workplace thought that knowing other staff encouraged workplace gambling. As well as adding to comfort and security levels when gambling in the workplace, the general collegiality was attractive, although this also applied for staff who gambled at other venues where they knew employees. Finishing a shift at the same time as other staff, the sociability of the TAB for men, a drinking and gambling culture, and sharing of 'hot tips' amongst staff were other encouraging factors noted. However, others felt that social factors had no influence on machine gambling, as it is such an individual and private activity, while heavier gamblers might prefer to gamble elsewhere to retain their privacy around this. It seemed that staff working in a venue where workplace gambling was allowed were more likely to encourage other staff to gamble with them, even outside the workplace. Some staff, however, did not want to socialise with the people they worked with.

Knowing other patrons seemed to discourage staff from gambling in their workplace (where allowed), as staff liked some respite from their patrons and sometimes felt uncomfortable if patrons commented on their gambling or any wins. For some, however, knowing the patrons added to the social enjoyment.

The vast majority of interviewees recognised that gambling becomes very normalised for staff. Whether this translates into heightened gambling activity, however, depends on several other factors, such as the attractiveness of the gambling environment in the workplace, social pressures to participate, length of time working in the industry, and individual propensity to gamble. This

normalisation, however, can reduce any stigma around gambling, and draw attention to its social benefits of relieving loneliness and boredom.

Also related to social access, is the limit on other social opportunities, family time and options for relaxing after work for venue staff, particularly those doing late shifts. As well as gambling in the workplace, some staff were attracted to other venues after work to socialise with other hospitality workers.

The financial circumstances of staff were also acknowledged as influencing the affordability of gambling for staff and thus the comfort level of spending limited disposable income on gambling. Most interviewees felt that staff would not consider gambling as a way to supplement their income, although some younger or newer staff members may be more naïve in this regard.

Social access to gambling in the workplace was also seen as dependent on management attitudes to staff gambling. Where a permissive policy applied, management can be seen as endorsing staff gambling. Similarly, when management is often absent, staff can feel more comfortable gambling in their venue.

Finally, hotels and TABs were perceived as places where staff gambling was more likely to occur, at sometimes excessive levels, given the more relaxed social environment of both.

10.5.3 Cognitive access

Several themes relating to cognitive access to gambling were raised by the interviewees. These were enhanced knowledge of the odds of gambling, greater product knowledge, attraction to individual machines, heightened access to and greater knowledge of jackpot levels, a desire to know what competitive venues are offering, and cognitive distortions of some staff.

It was widely acknowledged that staff should have a better knowledge than the general public of the odds of winning and losing at gambling and the extent of patrons' losses, so this should discourage them from gambling. However, whether this was the case depended on the financial means of the worker, whether this knowledge of the odds was stronger than the person's interest in gambling, and whether the worker perceived they had inside knowledge that would help them win. Knowing the machines in the workplace could attract staff to gamble on them, but more due to familiarity with individual machines rather than thinking that this familiarity would increase their chances of winning. However, the special knowledge required of staff working at a TAB also adds to their familiarity, comfort and knowledge of how to gamble on TAB activities. Others were genuinely interested in certain games (on machines) and, after watching patrons play them, wanted to try them themselves at their or another venue. Others observed patrons winning on particular machines and were enticed to play them to see if they could also win.

Staff were reported as having greater access to jackpot machines and greater knowledge about jackpot levels than did the general public. This led some staff to believe they know when jackpots are about to be won and others to then chase these jackpots. Staff can closely watch jackpot levels in their workplace, and then play these machines when off-duty or seek out a linked machine at another venue.

Staff gambling was also encouraged by a desire to see what competitive venues are offering, to try different machines to those in their venues and to know about alternative promotions and competitions. Some felt they gambled to enhance their product knowledge and work performance and to gain a better understanding of the patron experience.

In general, younger or newer staff were considered more vulnerable to cognitive distortions around gambling, to see gambling as ‘easy money’ after seeing patrons win. However, the majority thought that staff were more influenced by player losses which, in turn, deterred them from gambling themselves. Responsible gambling awareness was also cited as a discouraging influence for some staff, but the limited training of newer or younger staff added to their vulnerability in gambling.

10.6 CHAPTER CONCLUSION

This chapter has presented and analysed the results of 40 interviews conducted with staff of hotels and clubs in Victoria. After summarising their responses in relation to venue policies on staff gambling in the workplace and their observations of staff gambling behaviour, numerous factors that the interviewees considered can influence access to gambling were analysed and then drawn together in relation to physical, social and cognitive access to gambling. In terms of physical access to gambling, most staff felt that the proximity of workplace gambling facilities does not unduly affect staff gambling in their venue as there are many alternative venues close to work and home where staff can gamble if they wish. However, shiftwork and split shifts were seen as important influencers on the times that staff are likely to access gambling facilities. Some aspects of social access to gambling were considered as mainly encouraging influences for staff in their own gambling. These included the familiarity and comfort of gambling in the workplace, encouragement to gamble both within and outside the workplace by other staff, limits on other social activities, and a management and workplace culture that does not deter staff gambling. Other aspects of social access raised were the safety and security of gambling in the workplace and the normalisation of gambling, but responses were mixed on their influence on staff gambling. Cognitive access to gambling was perceived as heightened by a better knowledge of the odds of gambling, greater product knowledge, attraction to individual machines, heightened access to and greater knowledge of jackpot levels, a desire to know what competitive venues are offering, and cognitive distortions by some younger, newer staff.

Having analysed and presented the qualitative findings for this study, the next chapter discusses the overall results of the study and concludes the report.

CHAPTER 11

DISCUSSION AND CONCLUSIONS

11.1 INTRODUCTION

While previous chapters of this report have concluded with substantial summaries setting out key findings of each phase of the study, this final chapter discusses and reflects on the main results of the study overall and its contributions to research on accessibility to gambling.

11.2 DISCUSSION AND CONCLUSIONS

Previous research has been inconclusive about the links between accessibility to gambling and gambling behaviour and gambling problems. Although some evidence supporting these links was discussed in Chapter Two, conclusive research has been hampered by uncertainty about what accessibility to gambling actually encompasses and the range of possible influences on this. While the Productivity Commission (1999) advanced our understanding with its multi-dimensional model of accessibility to gambling, no research has tested whether these constructs hold up under empirical investigation. Additional confusion has arisen from lack of clarity about whether it is population accessibility that should be examined, or individual accessibility, or both, in helping to explain gambling behaviour and gambling problems. Previous research has not always been particularly clear about making these distinctions. Additionally, researchers face problems with isolating the effects of accessibility from the many other possible factors that influence gambling behaviour and the development and maintenance of gambling problems.

Nonetheless, it is clear that people employed in gaming venues who are also allowed to gamble in their workplace have heightened physical accessibility to gambling, due to its proximity and convenience in their place of work. Further, if it is accepted that accessibility to gambling goes beyond just physical access, then all gaming venue staff, even those who cannot gamble in their workplace, have greater access to gambling than the general population. Some reasons for this include their heightened knowledge and familiarity with gambling by virtue of their occupation, the normalisation of gambling from working around gambling and gamblers, the social encouragement to gamble that may emanate from fellow employees, patrons and the workplace culture, and the limits on other social opportunities due to hours of work. Given this increased accessibility to gambling, previous research has suggested that gaming venue employees may be an at-risk group for the development and maintenance of gambling problems. Thus, gambling by staff of gaming venues was considered an appropriate focus for this research into accessibility to gambling. As explained in Chapter Three, a survey of 533 staff of Victorian hotels and clubs and interviews with 40 of those staff were conducted to collect empirical data for this study.

In Victoria, legislation prohibits hotel and club employees from gambling in their workplace whilst on duty, unless as a necessary part of their official duties. It is therefore up to the discretion of individual venues to develop and implement any restrictions around employees gambling in their workplaces when not on duty. The staff survey conducted for this study provided a current assessment of venue restrictions around staff gambling, finding that nearly half of the 533 survey respondents were allowed to gamble in their workplace on EGMs, keno and the TAB (where provided), but typically only on days off and before or after work while not in uniform. The qualitative interviews with 40 Victorian hotel and club staff also revealed that nearly half of those employees were allowed to gamble in their workplace, and further highlighted the variations in any associated rules and restrictions. For example, some staff

had to wait a certain period of time after a shift to commence gambling in their workplace (e.g. 15 minutes, 12 hours), others could only gamble for a limited time after a shift (e.g. 30 minutes, 45 minutes), others had to remove name tags or conceal or change from their work uniform, while others were barred just from playing linked jackpots. Some inconsistencies in how these policies were applied within venues were also apparent.

Given the unusual access to gambling that staff of gaming venues experience, the survey collected data on the gambling behaviour of all staff respondents and compared it, where possible, with the Victorian population, as reported in the *2003 Victorian Longitudinal Community Attitudes Survey* (Centre for Gambling Research, 2004a) to assess how staff gambling compared with that of the general population. On every comparison possible, the staff employed in gaming venues must be considered, as a group, very active gamblers. For the 12 month period examined in each study, the staff respondents exceeded the Victorian population on the average number of gambling activities they participated in, their overall participation rates in gambling, and their participation rates for every type of gambling, particularly for EGMs, betting on horse or greyhound races at a TAB and racetrack, and Club Keno. The staff respondents were also more likely to be regular (at least weekly) gamblers on most gambling activities for which comparisons could be made - EGMs, Club Keno, instant scratch tickets, horse and greyhound races and sportsbetting. Reflecting easier physical access, the staff respondents also usually travelled less distance to play EGMs than did the general population, with most travelling less than 2.5 kilometres. In fact, the majority of staff who gambled on the other gambling products which can be offered in hotels and clubs - Club Keno, horse/greyhound races at a TAB and sporting events at a TAB – as well as lottery-type games, usually travelled less than 2.5 kilometres to do so.

Most concerning was the much higher prevalence of problem gambling amongst the staff respondents, as measured by the CPGI. The problem gambling prevalence rate of 5.6 per cent amongst the staff respondents was nearly six times higher than that identified for the Victorian population, and the moderate risk gambling rate of 13.7 per cent around 15 times higher. Amongst the staff respondents, most of the problem gambling group were regular (at least weekly) EGM gamblers who spent at least \$20 per month on EGMs and over two hours per session of EGM play. Betting on horse and greyhound races at a TAB was also a common regular activity amongst this group, but more so amongst the moderate risk gambler group. When workplace and employment characteristics were examined, staff who assisted patrons with gambling-related activities and who had received less responsible gambling training were more likely to be moderate risk/problem gamblers than those who had received more training. In fact, amongst the staff who assisted patrons with gambling-related activities, 85.3 per cent of those who had received only a few hours or less of responsible gambling training were moderate risk/problem gamblers, compared with 32.9 per cent of those who had undergone at least half a day of this training. This suggests that extending the duration of responsible gambling training to at least half a day for staff who assist patrons with gambling-related activities would lower the risk of them becoming moderate risk or problem gamblers.

In considering this heightened gambling activity amongst the gaming venue staff surveyed, an obvious question is: how much staff gambling occurs in the workplace? The survey results showed that, of those staff able to gamble in their workplace, about one-sixth were regular (at least weekly) gamblers on workplace EGMs, about one-seventh were regular gamblers on workplace TABs, and about one in 20 were regular gamblers on workplace Club Keno terminals. Gambling on EGMs in the workplace, followed by TAB and Club Keno, was also endorsed by the interviewees as the most popular forms of staff gambling. These proportions of regular staff gamblers in the workplace are not inconsiderable, especially for EGM and TAB gambling. On investigating their profiles, it was found that staff holding a Gaming Industry Employee's Licence and assisting patrons with gambling-related activities in their job were over-represented amongst regular workplace EGM gamblers; while staff who

worked in a Tabcorp rather than a Tattersall's venue, worked in a hotel rather than a club, and who were male, were over-represented amongst regular workplace TAB gamblers. Thus, being actively involved in workplace gambling operations, such as assisting patrons with gaming machines, gaming promotions and cashier or change booth functions, appears to increase the likelihood of regular gambling on workplace EGMs, suggesting an exposure effect. Effects from the workplace environment also seem to influence TAB gamblers. Tabcorp, as well as operating EGMs in Victoria, also operates the state's network of TAB outlets. It is possible that a culture of punting on horse and greyhound races is more likely to prevail in Tabcorp venues and, along with the more 'undisciplined' environment in some hotels noted by one staff interviewee, tacitly encourages such gambling amongst some hotel staff, particularly males.

A further question of interest is whether the gambling behaviour of staff who can gamble in their workplace differs from that of staff who cannot gamble in their own venue. That is, does being able to gamble in the workplace explain the heightened gambling activity observed amongst the whole sample of venue staff? The short answer to this is 'partially'. When the gambling behaviour of the staff respondents who had access to the gambling products within their workplace was compared to the gambling behaviour of staff who did not, some important differences were apparent. For two activities available in their workplaces, EGM gambling and betting on horse and greyhound races at a TAB, staff who could gamble in their workplace had a higher participation rate and were more likely to be regular gamblers on these activities, whether they gambled on these at work or elsewhere. They were also more likely to spend more than \$20 per month on race betting at a TAB and to play EGMs for longer than two hours each session, although not necessarily in their workplace. It seems that the tacit endorsement of gambling through permissive policies on staff gambling in the workplace is accompanied by more active EGM and TAB gambling overall. However, there were no significant differences in gambling participation, frequency, expenditure and duration for the other types of gambling surveyed.

Despite more active engagement with EGM and TAB gambling amongst staff who could gamble in their workplace, there were no significant differences in the distributions of CPGI categories or total CPGI scores from respondents who could not gamble in their workplace. Thus, while staff who have the additional accessibility to gambling in the workplace were, as a group, more active gamblers on EGMs and race betting at a TAB, this did not appear to elevate their levels of problem gambling nor their risk of problem gambling beyond those of staff who cannot gamble in their own venue. Nevertheless, the fact remains that the gaming venue staff surveyed displayed much higher levels of gambling and problem and at-risk gambling than the general population.

If access to gambling in the workplace does not explain the higher prevalence of problem gambling amongst venue staff than amongst the general population of Victoria, then perhaps other dimensions of accessibility are the cause. To investigate this proposition, measurement scales were developed to capture multiple dimensions of access to gambling for the six most common gambling activities. Using these scales, the staff respondents rated EGMs as the most accessible of the six gambling activities, followed by lottery-type games, Club Keno, horse/greyhound racing, and sportsbetting, respectively. Casino table games were considered the least accessible of these six types of gambling. These relative accessibilities were generally reflected in the distance respondents usually travelled to gamble on these activities – less than 2.5 kilometres – except for casino table games for which most respondents usually travelled over 20 kilometres to play. However, geographic proximity to gambling opportunities is just one dimension of accessibility.

Further analysis revealed a common three-component structure across all six scales measuring access to the different types of gambling. These three components were interpreted as representing physical access, social access and cognitive access to gambling. The

constructs underlying physical access comprised convenience, proximity, choice of games/bets, lack of congestion, and opening hours relative to spare time. Of these, the most commonly mentioned in the staff interviews were convenience, proximity to both work and home, and opening hours relative to spare time given the constraints of working shiftwork. The constructs underlying the social access component were feeling socially accepted in venues where these products are offered, feeling comfortable within oneself about gambling on them and being able to afford to, and being confident of peer and family approval of gambling on these activities. Again, these aligned reasonably well with the interview findings, where social access to gambling was discussed mainly in relation to the potential familiarity, comfort and security of gambling in the workplace, encouragement from other staff to gamble, the influence of patrons, the normalisation of gambling, and the type of management and workplace culture that prevailed. The constructs underlying the cognitive access component comprised understanding how to bet on the activity and feeling familiar with how it works. The staff interviews also raised several themes relating to cognitive access, including enhanced knowledge of the odds of gambling, greater product knowledge, attraction to individual machines, heightened access to and greater knowledge of jackpot levels, a desire to know what competitive venues are offering, and cognitive distortions by some staff.

Given the common three-component structures and the good reliabilities of these access to gambling scales, an important contribution of this study lies in its verification of the Productivity Commission's model of accessibility to gambling (1999), on which this study's original scales were based (albeit, adapted for individual access to gambling only). Further, it seems that the Productivity Commission's dimensions of gambling can be conceptualised as components of physical, social and cognitive access to gambling. Naturally, further research might further test the reliability of these scales in other settings.

Returning to focus on the links between accessibility to gambling and gambling behaviour, the survey results generally supported some association. Easier physical access increased the likelihood of participation in Club Keno and casino table games, the frequency of playing casino table games, and expenditure on instant scratch tickets. Thus, convenience, proximity, choice, lack of congestion and relative opening hours influenced whether respondents engaged in casino table games and keno, but more importantly, their frequency of playing casino games and how much they spent on instant scratch tickets. These findings reflect the availability of only one casino in Victoria which may be physically remote from many respondents and perhaps the impulse nature of purchasing instant scratch tickets when it is convenient to do so. The lack of associations between gambling behaviour and physical access to the other types of gambling, particularly EGMs and lottery-type games, may reflect their extremely easy physical accessibility to most of the Victorian population, including venue staff, from those who have very active engagement in these activities through to those who do not. This extremely easy physical access is reflected in respondents' ratings of EGMs and lottery-type games as the most easily physically accessible of all the activities surveyed.

Easier social access increased the likelihood of participation in sportsbetting and EGM gambling, suggesting that respondents who felt socially accepted in venues where these products are offered, comfortable within themselves about gambling on them and being able to afford to, and confident of peer and family approval of their gambling on these activities, were more likely to try them. However, this easier social access did not influence their frequency, expenditure and usual duration of gambling on these activities. Again, the lack of associations between gambling behaviour and social access to the other types of gambling, particularly Club Keno and lottery-type games, may reflect their general social acceptance amongst all staff respondents, with these two forms of gambling rated the most socially accessible of the six types of gambling investigated.

Easier cognitive access – that is, understanding how to bet on the activity and feeling familiar with how it works - increased the likelihood of participation in all six types of gambling (lottery-type games, Club Keno, betting on horse or greyhound races, EGMs and casino tables games). Easier cognitive access was also associated with increased frequency of gambling on lottery-type games, betting on races, EGMs and casino table games, and expenditure on Club Keno, race betting and EGMs. Easier cognitive access was also associated with increased usual duration of gambling sessions on race betting and EGMs. Thus, those who understand and feel familiar with gambling activities are generally more likely to gamble on them, do so more frequently, spend more and gamble for longer each session. Perhaps a more logical perspective on this is that those with heightened levels of gambling activity become more familiar with and develop a better understanding of those activities.

A key question concerning links between gambling accessibility and gambling behaviour is whether increased accessibility increases problem gambling. Unfortunately, the findings on this were not particularly clear-cut. While the probability of being a problem or moderate risk gambler was found to be higher when gamblers have extremely easy physical access to betting on horse and greyhound races, these effects were mixed for ease of physical access to Club Keno and non-significant for EGMs, lottery-type games, sportsbetting and casino table games. Nevertheless, it is clear that ready physical accessibility to race betting increases the chances of problem or moderate risk gambling. This is of concern, given the ready availability of race betting via the internet and telephone, in addition to the physical venues where it is offered.

The influence of social access to gambling on problem gambling was an unexpected one. It was found that the probability of being a moderate risk or problem gambler was higher when gamblers have more difficult social access to betting on horse and greyhound races and EGMs. That is, the problem and moderate risk gamblers tended to rate their social access to EGMs and race betting as more difficult than the other CPGI groups. While this, at first, seems counter-intuitive, it makes sense when the construct of social approval is considered more closely. As noted above, social access reflected the degree of social acceptance the respondent perceived in venues where these products are offered, their level of comfort within themselves about gambling on them and being able to afford to, and their perceived level of peer and family approval of their gambling on these activities. It appears then, that the problem and moderate risk gamblers felt less social approval of their gambling on EGMs and races than the other CPGI groups. That is, their rating of social access appears to have been heavily influenced by their risky gambling behaviour, rather than their gambling behaviour being influenced by their social accessibility to gambling.

Cognitive access to gambling was also found to also influence problem gambling. The probability of being a moderate risk or problem gambler was found to be higher when gamblers have extremely easy cognitive access to Club Keno, betting on horse and greyhound races, EGMs and casino table games. Again however, a more logical interpretation is that problem and moderate risk gamblers have developed a greater understanding of, and familiarity with, the products they gamble on. Thus, like social access, their rating of cognitive access appears to have been heavily influenced by their active gambling behaviour, rather than their gambling behaviour being influenced by their cognitive accessibility. That is, while attitudes can shape behaviour, behaviour can also shape attitudes.

Thus, when investigating the link between access to gambling and problem gambling, cause and effect are unclear from a cross-sectional survey such as the one conducted for this study. It seems that actual gambling behaviour can (and did) shape respondents' assessments of their accessibility to gambling, at least in the social and cognitive domains. This suggests the need for a more objective measure of these dimensions of accessibility. However, this seems a particularly problematic task when the nature of these constructs are considered, particularly if accessibility and problem gambling are measured concurrently, as was done here. Thus,

while the accessibility scales developed for this study had good internal reliability and appeared to capture the constructs to be measured in ways that aligned with the interview results and with the model of accessibility to gambling developed by the Productivity Commission (1999), they were not able to isolate cause from effect. Whether social and cognitive access affect gambling behaviour, or whether gambling behaviour affects social and cognitive access, remains unclear.

11.3 OUTCOMES OF THE STUDY

Despite these limitations, this study has achieved the following outcomes:

- A comprehensive review of the international and Australian literature on accessibility to gambling, its links with gambling behaviour and problem gambling, and gambling by staff who work in gaming venues;
- An analysis of the restrictions on gaming venue staff in Victoria in relation to gambling in their workplace;
- A profile of the reported level of accessibility gaming venue staff have to gambling products and venues, along multiple dimensions of access;
- A analysis of the gambling behaviour of gaming venue staff within their workplace, including gambling type, frequency, duration and expenditure;
- A analysis of the gambling behaviour of gaming venue staff outside their workplace, including gambling type, frequency, duration and expenditure;
- A profile of gambling problems amongst gaming venue employees in Victoria, including levels of non-gambling and non-problem, low-risk, medium-risk and problem gambling;
- A analysis of the link between accessibility to gambling and the prevalence of gambling problems by comparing the gambling behaviour and prevalence of gambling problems amongst staff with differing reported levels of accessibility to gambling products and venues;
- A analysis of the link between accessibility to gambling and the prevalence of gambling problems by comparing the gambling behaviour and prevalence of gambling problems amongst staff who are allowed to gamble in their workplace to that of staff who are not allowed to gamble in their workplace;
- An analysis of the link between accessibility to gambling and the prevalence of gambling problems by comparing the prevalence of problem gambling amongst gaming venue staff with that of the general population of Victoria;
- Comparative analyses, where relevant, for staff with different demographic, workplace and employment characteristics; and
- A qualitative analysis of how working in a gaming venue influences the access that gaming venue staff have to gambling, both within and outside their workplace, and along various dimensions of access.

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APPENDICIES

Appendix A

• Access to Gambling •

A study of gambling by gaming venue staff



**Earn a \$20 StarCash Voucher just by completing this survey!
This voucher can be redeemed for petrol or any other goods at any
Caltex service station.**

The Centre for Gambling Education and Research at Southern Cross University invites you to participate in this survey. It has been commissioned by the Victorian Office of Gaming and Racing. We hope to find out if working in a gaming venue influences the access that staff have to different gambling products and services and if this, in turn, influences their own gambling behaviour. It will be most helpful for the results if everyone who receives this survey participates. It should take you about 20 minutes to complete.

You are, however, under no obligation to complete the survey. If you decide to participate, you can decline to answer any of the questions, you can change your mind about participating, or you can contact me with any questions. If you do participate, please answer the questions as honestly as possible. Your answers are completely confidential and anonymous. Please do not put your name on the questionnaire. The information you provide will be handled only by Southern Cross University and will not be accessible by the Victorian Government or by your employer.

Please return your completed questionnaire in the reply-paid envelope to:
**Dr Nerilee Hing, Head, Centre for Gambling Education and Research, Southern Cross
University, PO Box 157, Lismore NSW 2480.**

If you have any questions, please contact Nerilee by ph: 02 66203928 or email: nerilee.hing@scu.edu.au
Or, if you have any problems associated with this project, please contact: Ms Sue Kelly, Ethics Complaints
Officer, Southern Cross University, ph: 02 66269139 or email: sue.kelly@scu.edu.au

Thank you! Your contribution to this study is greatly appreciated.

Southern Cross University Ethics Approval Number: 07-10

SECTION 1:

Our first few questions are about you and your employment. Please **tick one box** in response to each question, unless otherwise instructed.

1. What is your job title? (please write here) _____
2. On what basis are you employed?
☐ Permanent full-time ☐ Permanent part-time ☐ Casual
3. At what level is your current job?
☐ Operational ☐ Supervisory ☐ Management
4. Do you **currently** have a Gaming Industry Employee's Licence?
☐ Yes ☐ No
5. Does your job involve serving or assisting patrons in any of the following gambling-related activities? (please tick as many boxes as appropriate)
☐ Gaming machines ☐ Table games ☐ Bingo ☐ Gaming promotions
☐ Cage operations ☐ TAB/Sportsbook ☐ Keno ☐ Cashier/change booth
6. Is your job mainly front-of-house (in view of customers) or back-of-house (not in view of customers) or both?
☐ Front-of-house ☐ Back-of-house ☐ Both
7. When at work, how often can you see your venue's gambling facilities and activities?
☐ Never ☐ Sometimes ☐ Most of the time ☐ Almost always
8. What type of gaming venue do you **currently** work in?
☐ Hotel ☐ Club ☐ Casino
9. Approximately how many gaming machines does your workplace have?
☐ None ☐ 1-20 ☐ 21-40 ☐ 41-60
☐ 61-80 ☐ 81-105
10. Which of the following other types of gambling activities does your workplace operate? (please tick as many boxes as appropriate)
☐ TAB ☐ Keno ☐ Bingo ☐ Poker competitions
11. What types of gaming venues have you **ever** worked in? (tick as many boxes as appropriate)
☐ Hotel/pub ☐ Casino ☐ TAB outlet
☐ Club ☐ Racetrack ☐ Other (please specify) _____
12. **In total**, about how long have you worked in gaming venues? _____ years _____ months
13. About how much training in responsible gaming have you **ever** received **in total**?
☐ None ☐ A few hours ☐ Half a day ☐ One day ☐ More than 1 day
14. What is your age? _____ years old
15. What is your sex? ☐ Male ☐ Female

SECTION 2:

**Our next few questions are about your accessibility to different types of gambling.
Please tick one box on each line in response to each question.**

If you wanted to buy a ticket on a LOTTERY-TYPE GAME, such as scratchies, Tattslotto, Powerball, Pools or Tattskeno, at a newsagent or by internet, how easy or difficult would it be for you to:

	Extremely Easy	Quite Easy	Quite Difficult	Extremely Difficult
16. Find an outlet for lottery-type games that is convenient to go to or use <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
17. Find a convenient outlet with a choice of lottery-type games to buy tickets for..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
18. Be able to bet at a convenient outlet without waiting or queuing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
19. Find a convenient outlet for lottery-type games which is open when you have spare time <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
20. Get to an outlet for lottery-type games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
21. Understand how to bet on lottery-type games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
22. Feel familiar with how betting on lottery-type games works..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
23. Afford the cost of betting on a lottery-type game..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
24. Feel socially accepted/at ease in an outlet for lottery-type games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
25. Feel comfortable within yourself about betting on lottery-type games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
26. Feel comfortable that your family would approve of you betting on lottery-type games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
27. Feel comfortable that your friends would approve of you betting on lottery-type games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
28. Feel comfortable that your work colleagues would approve of you betting on lottery-type games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

If you wanted to play CLUB KENO at a hotel, club or casino, how easy or difficult would it be for you to:

	Extremely Easy	Quite Easy	Quite Difficult	Extremely Difficult
29. Find a venue with keno that is convenient to go to <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
30. Find a convenient venue with a choice of keno games to play..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
31. Be able to play keno in a convenient venue without waiting or queuing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
32. Find a convenient venue with keno which is open when you have spare time <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
33. Get to a venue which has keno..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
34. Understand how to play keno games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
35. Feel familiar with how keno games work..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
36. Afford the cost of playing a keno game..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
37. Feel socially accepted/at ease in a venue with keno..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
38. Feel comfortable within yourself about playing keno..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
39. Feel comfortable that your family would approve of you playing keno..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
40. Feel comfortable that your friends would approve of you playing keno..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
41. Feel comfortable that your work colleagues would approve of you playing keno..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

If you wanted to bet on HORSE OR GREYHOUND RACES, including at a TAB outlet, ClubTAB, PubTAB, racetrack, on the telephone or internet, how easy or difficult would it be for you to:

	Extremely Easy	Quite Easy	Quite Difficult	Extremely Difficult
42. Access a TAB agency or bookmaker that is convenient to go to or use <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
43. Access a convenient TAB agency or bookmaker with a choice of races to bet on..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
44. Be able to bet with the TAB or bookmaker in a convenient way without waiting or queuing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
45. Access a convenient TAB agency or bookmaker which is open when you have spare time <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
46. Get to a TAB agency/racetrack/telephone/internet terminal to bet on horse or greyhound races..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
47. Understand how to bet on horse or greyhound races..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
48. Feel familiar with how betting on horse or greyhound races works..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
49. Afford the cost of betting on a horse or greyhound race..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
50. Feel socially accepted/at ease at a TAB agency or racetrack..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
51. Feel comfortable within yourself about betting on horse or greyhound races..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
52. Feel comfortable that your family would approve of you betting on horse or greyhound races..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
53. Feel comfortable that your friends would approve of you betting on horse or greyhound races..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
54. Feel comfortable that your work colleagues would approve of you betting on horse or greyhound races..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

If you wanted to bet on a SPORTING EVENT, such as football, cricket, tennis, etc, including at a TAB outlet, ClubTAB, PubTAB, on the telephone or internet, how easy or difficult would it be for you to:

	Extremely Easy	Quite Easy	Quite Difficult	Extremely Difficult
55. Access a sportsbetting agency that is convenient to go to or use <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
56. Access a convenient sportsbetting agency with a choice of sporting events to bet on..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
57. Be able to bet with a sportsbetting agency in a convenient way without waiting or queuing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
58. Access a convenient sportsbetting agency which is open when you have spare time <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
59. Get to a sportsbetting agency/telephone/internet terminal to bet on sporting events..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
60. Understand how to bet on sporting events..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
61. Feel familiar with how sportsbetting works..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
62. Afford the cost of betting on a sporting event..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
63. Feel socially accepted/at ease in a sportsbetting agency..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
64. Feel comfortable within yourself about betting on sporting events <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
65. Feel comfortable that your family would approve of you betting on sporting events..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
66. Feel comfortable that your friends would approve of you betting on sporting events..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
67. Feel comfortable that your work colleagues would approve of you betting on sporting events..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

If you wanted to play a GAMING MACHINE at a hotel, club or casino, how easy or difficult would it be for you to:

	Extremely Easy	Quite Easy	Quite Difficult	Extremely Difficult
68. Find a venue with gaming machines that is convenient to go to <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
69. Find a convenient venue with a choice of gaming machines to play..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
70. Be able to play a gaming machine in a convenient venue without waiting or queuing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
71. Find a convenient venue with gaming machines which is open when you have spare time <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
72. Get to a venue which has gaming machines..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
73. Understand how to play gaming machines..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
74. Feel familiar with how gaming machines work..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
75. Afford the cost of playing a gaming machine..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
76. Feel socially accepted/at ease in a venue with gaming machines..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
77. Feel comfortable within yourself about playing gaming machines..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
78. Feel comfortable that your family would approve of you playing gaming machines..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
79. Feel comfortable that your friends would approve of you playing gaming machines..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
80. Feel comfortable that your work colleagues would approve of you playing gaming machines..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

If you wanted to play a CASINO TABLE GAME (e.g. blackjack, roulette) in a 'real' casino (not on the internet), how easy or difficult would it be for you to:

	Extremely Easy	Quite Easy	Quite Difficult	Extremely Difficult
81. Find a venue with casino table games that is convenient to go to <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
82. Find a convenient venue with a choice of casino table games to play..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
83. Be able to play casino table games in a convenient venue without waiting or queuing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
84. Find a convenient venue with casino table games which is open when you have spare time <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
85. Get to a venue which has casino table games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
86. Understand how to play casino table games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
87. Feel familiar with how casino table games work..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
88. Afford the cost of playing a casino table game..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
89. Feel socially accepted/at ease in a venue with casino table games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
90. Feel comfortable within yourself about playing casino table games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
91. Feel comfortable that your family would approve of you playing casino table games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
92. Feel comfortable that your friends would approve of you playing casino table games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
93. Feel comfortable that your work colleagues would approve of you playing casino table games..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

SECTION 3:

Our next few questions are about whether or not you are able to use the gambling facilities in your workplace. Please tick as many boxes as appropriate in response to each question.

94. Are you allowed to gamble on keno in your workplace? (tick as many boxes as appropriate)

- | | |
|---|--|
| <input type="checkbox"/> No, not at all | <input type="checkbox"/> Yes, before or after work when in uniform |
| <input type="checkbox"/> Yes, on days off/during time off | <input type="checkbox"/> Yes, before or after work when not in uniform |
| <input type="checkbox"/> Yes, during rostered work breaks | <input type="checkbox"/> Yes, between split shifts |

95. Are you allowed to gamble at the TAB in your workplace? (tick as many boxes as appropriate)

- | | |
|---|--|
| <input type="checkbox"/> No, not at all | <input type="checkbox"/> Yes, before or after work when in uniform |
| <input type="checkbox"/> Yes, on days off/during time off | <input type="checkbox"/> Yes, before or after work when not in uniform |
| <input type="checkbox"/> Yes, during rostered work breaks | <input type="checkbox"/> Yes, between split shifts |

96. Are you allowed to enter the gambling promotions or competitions in your workplace? (tick as many boxes as appropriate)

- | | |
|---|--|
| <input type="checkbox"/> No, not at all | <input type="checkbox"/> Yes, before or after work when in uniform |
| <input type="checkbox"/> Yes, on days off/during time off | <input type="checkbox"/> Yes, before or after work when not in uniform |
| <input type="checkbox"/> Yes, during rostered work breaks | <input type="checkbox"/> Yes, between split shifts |

97. Are you allowed to gamble on the gaming machines in your workplace? (tick as many boxes as appropriate)

- | | |
|---|--|
| <input type="checkbox"/> No, not at all | <input type="checkbox"/> Yes, before or after work when in uniform |
| <input type="checkbox"/> Yes, on days off/during time off | <input type="checkbox"/> Yes, before or after work when not in uniform |
| <input type="checkbox"/> Yes, during rostered work breaks | <input type="checkbox"/> Yes, between split shifts |

SECTION 4:

This section asks some questions about your own gambling activities. Remember that this survey is anonymous, so please answer the questions as accurately as you can. Please tick one box on each line unless otherwise instructed.

If you gamble on the following activities, about how far do you usually travel to bet on each one?

	Less than 2.5 kms	2.5 to 5 kms	5 to 10 kms	10 to 20 kms	Over 20 kms	Do not gamble on this
98. To play lotto or any other lottery game.... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
99. To play bingo..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
100. To bet on horse or greyhound races at a racetrack..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
101. To play table games at a casino..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
102. To gamble privately with friends for money (e.g. cards, poker, mahjong)..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
103. To play keno..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
104. To bet on horse or greyhound races through a TAB agency..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
105. To bet on a sporting event like football, cricket or tennis..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
106. To play gaming machines..... <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

During the last 12 months, how many times per week OR per month OR per year did you gamble on each of the following types of gambling? (please write how many times or tick the box on each line)

	Number of Times per WEEK	OR	Number of Times per MONTH	OR	Number of Times per YEAR	Did not gamble on this
107. Bought instant scratch tickets for yourself	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
108. Played lotto or any other lottery game.....	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
109. Bet on horse or greyhound races at a racetrack.....	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
110. Played table games at a casino.....	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
111. Played casino games on the internet for money not just points.....	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
112. Gambled privately with friends for money	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
113. Played bingo in your workplace	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
114. Played bingo <u>not</u> in your workplace	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
115. Played keno in your workplace	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
116. Played keno <u>not</u> in your workplace	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
117. Bet on horse or greyhound races through a TAB agency in your workplace	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
118. Bet on horse or greyhound races through a TAB agency <u>not</u> in your workplace	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
119. Bet on a sporting event like football, cricket or tennis through a TAB agency in your workplace ...	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
120. Bet on a sporting event through a TAB agency <u>not</u> in your workplace	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
121. Played gaming machines in your workplace	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...
122. Played gaming machines <u>not</u> in your workplace ...	_____	OR	_____	OR	_____	... <input type="checkbox"/> ...

During the last 12 months, how much money, not including winnings, did you spend on each of the following types of gambling in a typical month? (please write down the amount for each)

		Did not gamble on this
123. Buying instant scratch tickets for yourself	\$ _____ per month	... <input type="checkbox"/> ...
124. Playing lotto or any other lottery game.....	\$ _____ per month	... <input type="checkbox"/> ...
125. Betting on horse or greyhound races at a racetrack.....	\$ _____ per month	... <input type="checkbox"/> ...
126. Playing table games at a casino.....	\$ _____ per month	... <input type="checkbox"/> ...
127. Playing casino games on the internet for money not just points.....	\$ _____ per month	... <input type="checkbox"/> ...
128. Gambling privately with friends for money (e.g. cards, poker, mahjong).....	\$ _____ per month	... <input type="checkbox"/> ...
129. Playing bingo in your workplace	\$ _____ per month	... <input type="checkbox"/> ...
130. Playing bingo <u>not</u> in your workplace	\$ _____ per month	... <input type="checkbox"/> ...
131. Playing keno in your workplace	\$ _____ per month	... <input type="checkbox"/> ...
132. Playing keno <u>not</u> in your workplace	\$ _____ per month	... <input type="checkbox"/> ...
133. Betting on horse or greyhound races at a TAB agency in your workplace	\$ _____ per month	... <input type="checkbox"/> ...
134. Betting on horse or greyhound races at a TAB agency <u>not</u> in your workplace	\$ _____ per month	... <input type="checkbox"/> ...
135. Betting on a sporting event like football, cricket or tennis at a TAB agency in your workplace	\$ _____ per month	... <input type="checkbox"/> ...
136. Betting on a sporting event at a TAB agency <u>not</u> in your workplace	\$ _____ per month	... <input type="checkbox"/> ...
137. Playing gaming machines in your workplace	\$ _____ per month	... <input type="checkbox"/> ...
138. Playing gaming machines <u>not</u> in your workplace	\$ _____ per month	... <input type="checkbox"/> ...

How many hours and minutes do you normally spend each time you gamble on the following activities?
(please write down hours and minutes for each or tick the box if you do not gamble on this activity)

				Do not gamble on this
139. Betting on horse or greyhound races at a racetrack.....	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
140. Playing table games at a casino.....	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
141. Playing casino games on the internet for money not just points.....	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
142. Gambling privately with friends for money (e.g. cards, poker, mahjong).....	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
143. Playing bingo in your workplace	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
144. Playing bingo not in your workplace	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
145. Playing keno in your workplace	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
146. Playing keno not in your workplace	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
147. Betting on horse or greyhound races with a TAB agency in your workplace	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
148. Betting on horse or greyhound races with a TAB agency not in your workplace	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
149. Betting on a sporting event like football, cricket or tennis with a TAB agency in your workplace	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
150. Betting on a sporting event with a TAB agency not in your workplace	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
151. Playing gaming machines in your workplace	_____ hours	_____ minutes	(each time) <input type="checkbox"/>
152. Playing gaming machines not in your workplace	_____ hours	_____ minutes	(each time) <input type="checkbox"/>

153. Since working in a gaming venue, has your gambling generally decreased, increased or stayed about the same? (please tick one box)

- ☐ Decreased a lot
 ☐ Decreased a little
 ☐ Stayed about the same
 ☐ Increased a little
 ☐ Increased a lot

We'd now like to ask you the following questions about your gambling. Remember that this survey is anonymous, so please answer as honestly as you can. (please tick 1 box on each line)

- | | Never | Sometimes | Most of the time | Almost always |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| 154. Thinking about the past 12 months, how often have you bet more than you could really afford to lose?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 155. Thinking about the past 12 months, how often have you needed to gamble with larger amounts of money to get the same feeling of excitement?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 156. Thinking about the past 12 months, how often have you gone back another day to try to win back some of the money you lost?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 157. Thinking about the past 12 months, how often have you borrowed money or sold anything to get money to gamble?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 158. Thinking about the past 12 months, how often have you felt that you might have a problem with gambling?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 159. Thinking about the past 12 months, how often have people criticised your betting or told you that you had a gambling problem, regardless of whether or not you thought it was true?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 160. Thinking about the past 12 months, how often have you felt guilty about the way you gamble, or what happens when you gamble? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 161. Thinking about the past 12 months, how often has your gambling caused you any health problems, including stress or anxiety?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 162. Thinking about the past 12 months, how often has your gambling caused any financial problems for you or your household?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

163. If you have any other comments you would like to make about gambling by gaming venue staff, please write them here. They will be read and taken into account.

THANK YOU!

Please return your completed questionnaire in one of the reply-paid envelopes to: Dr Nerilee Hing, Head, Centre for Gambling Education and Research, Southern Cross University, PO Box 157 Lismore NSW 2480

To obtain your \$20 StarCash voucher, please see the next page.

Is gambling a problem for you? Call the Gambler's Helpline. A confidential & free counselling service. 1800 156 789

PLEASE TEAR OFF THIS PAGE FROM YOUR COMPLETED QUESTIONNAIRE AND RETURN IN A SEPARATE REPLY PAID ENVELOPE. THIS IS SO YOUR SURVEY RESPONSES REMAIN ANONYMOUS. THANK YOU!

CLAIM FOR \$20 STARCASH VOUCHER

Now that you have completed your survey questionnaire, please provide your details below and sign the certification so that we can send you your \$20 StarCash voucher. This voucher can be redeemed at any Caltex service station in Australia for petrol or other goods. Please allow up to 4 weeks to receive your voucher.

Name: _____

Mailing Address: _____

I certify that I have completed and returned my questionnaire and am therefore eligible to receive the \$20 StarCash voucher.

Signature: _____

ARE YOU WILLING TO PARTICIPATE IN A TELEPHONE INTERVIEW?

Would you be willing to participate in a telephone interview with the researcher (Nerilee Hing) at a mutually convenient time within the next two months? We will give you **another \$20 StarCash Voucher** to reimburse you for your interview time. The interview will last about 20 minutes and ask you about access to gambling by staff who work in gaming venues. The interview will be reported anonymously. That is, your name will not be recorded on your interview, nor will your name or any other identifying information be recorded in our research report. The interview data will be handled only by the researchers at Southern Cross University and will not be accessible by your employer or anyone else.

If you would like to participate in a telephone interview, please tick the appropriate box and write your telephone number below. We will contact you to arrange a suitable time for the interview.

I am willing to participate in a telephone interview ☐ **Yes** ☐ **No**

Telephone number: _____

Appendix B

ClubsVIC wishes to advise its member clubs of a new research project funded by the Victorian Office of Gaming and Racing through its Gambling Research Grants Program and conducted by the Centre for Gambling Education and Research at Southern Cross University.

The research aims to test any link between accessibility to gambling and gambling behaviour by comparing these amongst three groups of people – gaming venue staff who can gamble in their workplace during time off, gaming venue staff who cannot gamble in their workplace, and the general population of Victoria.

We are seeking your assistance with this project, which involves a survey of staff working in Victorian clubs, hotels and Crown Casino. You can assist by distributing the enclosed surveys to some of your staff according to the instructions provided, and by encouraging these staff to complete and return the survey to the researchers.

ClubsVIC is supporting this research which helps to demonstrate the community club sector's commitment to responsible gambling. We encourage you to participate.

Please be assured that the surveys are anonymous and do not ask for the names of participating venues or employees.

Should you have any questions about the research, contact details of the researchers are provided on the enclosed information.

Yours sincerely,
ClubsVIC



Margaret Kearney
Executive Director

22 November 2007

Dear Venue Manager

Tabcorp would like to encourage your assistance with a new research project funded by the Victorian Office of Gaming and Racing through its Gambling Research Grants Program, and conducted by the Centre for Gambling Education and Research at Southern Cross University.

The research aims to test any link between accessibility to gambling and gambling behaviour by comparing these amongst three groups of people – gaming venue staff who can gamble in their workplace during time off, gaming venue staff who cannot gamble in their workplace, and the general population of Victoria. We are asking for your assistance with this project, which involves a survey of staff working in clubs, hotels and the casino in Victoria.



Assisting this research project is simple. Enclosed in this envelope, you will find three copies of the survey, with reply-paid envelopes attached. **Can you please ask and encourage three of your staff to complete and return the survey? While you, as venue manager, can decide which of your employees you ask, it would be good to have 1 employee working directly in gaming, 1 other front-of-house employee and 1 back-of-house employee.** This will help to gather responses from staff in a range of positions. However, if this is not possible, then it is still appropriate for any three of your staff to complete the survey.

Tabcorp
Holdings Limited

5 Bowen Crescent
Melbourne VIC
Australia 3004

GPO Box 1943
Melbourne VIC
Australia 3001

Tel 61 3 9868 2100
Fax 61 3 9868 2300

www.tabcorp.com.au
ABN 66 063 780 709

The survey is anonymous and does not ask for the employee's name or the venue's name. The surveys will be handled only by the Centre for Gambling Education and Research and will **not** be accessible by the Victorian Government, Tabcorp, industry associations, or any other people or organisations. The survey results will be summarised in a research report for the Victorian Office of Gaming and Racing and may be disseminated more widely with their permission.

The Centre for Gambling Education and Research greatly appreciates your assistance with this project and looks forward to receiving **completed surveys from 3 of your employees**. Should you have any questions or require more details, please contact the Project Manager, Associate Professor Nerilee Hing, Head of the Centre for Gambling Education and Research - by email: nerilee.hing@scu.edu.au or phone: 02 66 203928 or at Southern Cross University, PO Box 157 Lismore NSW 2480.

Tabcorp encourages venues to assist this research. We believe this is important research which helps to demonstrate the industry's commitment to responsible gambling.

Yours sincerely


Leigh Barrett
Responsible Gaming Manager



Dear Venue Manager

The Centre for Gambling Education and Research at Southern Cross University, on behalf of the Victorian Office of Gaming and Racing, is conducting some research into accessibility to gambling. Tattersall's supports this research and we encourage your involvement.

The research aims to test any link between accessibility to gambling and gambling behaviour by comparing these amongst three groups of people – gaming venue staff who are permitted to gamble in their workplace during time off, gaming venue staff who are not permitted to gamble in their workplace, and the general population of Victoria. Staff who work in gaming pubs and clubs and the casino are being asked to complete a survey.

Assisting this research project is simple. Enclosed in this envelope, you will find three copies of the survey, with reply-paid envelopes attached. **Please encourage three of your staff to complete and return the survey. Ideally you would get responses from 1 employee working directly in gaming, 1 other front-of-house employee and 1 back-of-house employee.** This will help to gather responses from staff in a range of positions. However, if this is not possible, then it is still appropriate for any three of your staff to complete the survey.

This anonymous survey will be handled only by the Centre for Gambling Education and Research and will **not** be accessible by the Victorian Government, Tattersall's, industry associations or any other people or organisations. The survey results will be summarised in a research report for the Victorian Office of Gaming and Racing and may be disseminated more widely at their discretion.

Should you have any questions or require more details, please contact the Project Manager, Associate Professor Nerilee Hing, Head of the Centre for Gambling Education and Research - by email: nerilee.hing@scu.edu.au or phone: 02 66 203928 or at Southern Cross University, PO Box 157 Lismore NSW 2480.

The Tattersall's contact for this project is Andrew Birks, Manager – Responsible Gambling. He can be contacted on 8517 7248 if you have any questions about Tattersall's involvement.

Tattersall's encourages venues to assist this research as a demonstration of the industry's commitment to responsible gambling.

Yours sincerely


Frank Makryllos
Chief Executive Officer
Tatts Pokies

Tattersall's Gaming Pty Ltd

ABN. 14 081 925 680

615 St. Kilda Road, Melbourne, Victoria, 3004, Australia. Locked Bag 888, St Kilda Road Central, Melbourne, Victoria, 8008, Australia

Tel: 61 3 8517 7777 Fax: 61 3 8517 7472

www.tattersalls.com.au

Appendix C

STAFF INTERVIEW SCHEDULE

FOR ALL RESPONDENTS

Introduction

Thanks for returning your survey and for agreeing to participate in an interview. As you know, the research project is about whether working in a gaming venue influences staff accessibility to gambling, and whether this accessibility then influences their gambling behaviour. This telephone interview should last about 20 minutes. Please be assured your name or your venue's name will not be attached to any data we report – it is all anonymous. There are no right or wrong answers –we are just seeking your opinions, based on your experience of working in a gaming venue.

Ask permission to tape interview.

1. Can you please briefly tell us what experience you have had working in gaming venues

Type of venue(s)

Your position(s)

Length of employment

2. Can you please tell us a little about your workplace and its gaming facilities?

Is it a pub or club?

About how many gaming machines does it have?

Does it have a TAB and keno facilities?

3. Staffing in your current venue

About how many staff work in your venue?

4. Policies on staff gambling in your workplace

What are the rules or restrictions around staff being able to gamble in your venue?

IF YES, STAFF CAN GAMBLE IN THEIR WORKPLACE...

5. Staff gambling in the workplace

Do you know or are you able to comment on whether many staff gamble in your workplace?
About how many or what proportion of staff would do this?
What do they usually gamble on?

I'd now like to ask you some questions about why some staff choose to gamble in their workplace, as opposed to going to a different venue to gamble.

6. Convenient access/proximity to gambling

From your experience, do you think that this convenient access to gambling, its proximity in the workplace, influences staff to gamble in their own workplace? Why?

7. Familiarity with their own venue

From your experience, do you think that being familiar with and possibly comfortable in their own gaming environment influences staff to gamble in their own workplace? Why?
(Prompts: feel socially accepted, know or like certain machines)

8. Safety and security

From your experience, do you think that the safety and security of staying within your workplace, rather than going elsewhere, influences staff to gamble in their own workplace? Why?

9. Knowing other staff

From your experience, do you think that knowing other staff in the venue influences staff to gamble in their own workplace? Why?
(Prompts: social interaction, better service, staff gamble together)

10. Knowing other patrons

From your experience, do you think that knowing patrons influences staff to gamble in their own workplace? Why?
(Prompts: social interaction, staff gamble with patrons)

11. Shiftwork

From your experience, do you think that shiftwork influences staff to gamble in their own workplace? Why?
(Prompts: only place open, split shifts, gamble while having a drink after work to unwind)

I'd now like to ask you some questions about other aspects of working in a gaming venue and how this might influence staff in their own gambling in general, not necessarily in their workplace.

12. Shiftwork

Going back to shiftwork again, do you think that shiftwork influences whether staff gamble at other venues? Why?
(Prompts: restricts other leisure opportunities, only gaming venues open after shifts)

13. Knowledge and familiarity with gambling

From your experience, do you think the increased knowledge and familiarity with gambling that staff generally have influence their own gambling behaviour? Why?
(Prompts: understand how it works, inside knowledge)

14. Normalisation of gambling

From your experience, do you think that gambling becomes normalised for staff (i.e. they are more likely to see gambling as a good or acceptable pastime) and that this influences their own gambling behaviour? Why?

15. Fellow employees

From your experience, do you think fellow employees influence the gambling behaviour of venue staff? Why?

(Prompts: gamble together, share hot tips, encourage or discourage each other)

16. Financial circumstances

From your experience, do you think the financial status or income of gaming venue staff influences their own gambling behaviour? Why?

17. Any other comments

Are there any other aspects of working in a gaming venue that you think influence the accessibility staff have to gambling?

Are there any other aspects of working in a gaming venue that you think either encourage or discourage staff from gambling?

IF NO, STAFF CANNOT GAMBLE IN THEIR WORKPLACE...

5. Staff gambling outside the workplace

Do you know or are you able to comment on whether many staff gamble outside the workplace?
About how many or what proportion of staff would do this?
What do they usually gamble on?

I'd now like to ask you some questions about various aspects of working in a gaming venue and how this might influence staff in their own gambling.

6. Convenient access/proximity to gambling

Are there gaming venues near to your workplace where staff could conveniently go to gamble?
From your experience, do you think that that this convenient access, its proximity to your workplace, influences staff to gamble before or after work? Why?

7. Familiarity with the gaming environment

From your experience, do you think that being familiar with the gaming environment influences the gambling behaviour of venue staff? Why?
(Prompts: feel comfortable, feel socially accepted, know or like certain machines)

8. Knowledge and familiarity with gambling

From your experience, do you think the increased knowledge and familiarity with gambling that staff generally have influence their own gambling behaviour? Why?
(Prompts: understand how it works, inside knowledge)

9. Normalisation of gambling

From your experience, do you think that gambling becomes normalised for staff (i.e. they are more likely to see gambling as a good or acceptable pastime) and that this influences their own gambling behaviour? Why?

10. Fellow employees

From your experience, do you think fellow employees influence the gambling behaviour of venue staff? Why?
(Prompts: gamble together, share hot tips, encourage or discourage each other)

11. Shiftwork

From your experience, do you think that shiftwork influences the gambling behaviour of venue staff? Why?
(Prompts: restricts other leisure opportunities, only gaming venues open after shifts)

12. Financial circumstances

From your experience, do you think the financial status or income of gaming venue staff influences their own gambling behaviour? Why?

13. Any other comments

Are there any other aspects of working in a gaming venue that you think influence the accessibility staff have to gambling?

Are there any other aspects of working in a gaming venue that you think either encourage or discourage staff from gambling?

Appendix D

ADDITIONAL COMMENTS FROM THE SURVEY

I hardly ever gamble. Seems a waste of my hard earned money. Would rather go to the theatre etc. when I socialise I want to engage in conversation and would choose not to go to a casino gaming venue. I find them too noisy and glitzy.

Sorry I couldn't be more helpful. I am not someone who has ever gambled and luckily never will. I believe gambling destroys lives and families. Its not my thing.

In many venues, owners play machines stating that they are not on duty when they are there to do bookwork etc.

Gaming staff need to accept patrons for who they are, and not comment on large wins and hang around patrons for personal gain (tips).

The last 5 questions of section 2 were hard to answer. They would only change if it became a regular thing. If it was it would be extremely difficult. If I was interested in playing, it wouldn't be too hard to find, but I'm not really interested in them.

Generally I find the gaming staff I manage don't play as often now they work in the industry. They don't find it relaxing as they work with them.

It should never happen in a venue where they work.

It would be my firm belief that your survey is aimed in the wrong direction and should be more about gaming employee spouses and immediate family.

Gaming staff should all be aware that if you are not prepared to lose the money you gamble with then don't do it.

Don't play on poker machines, casinos. Play tatts lotto once a week.

I can understand how and why gaming staff can be enticed into playing gaming machines watching people win and lose money all day can make you think you could try and win too. I gamble every now and then to try the new games so I know what they do so I can explain them to my customers.

Shift workers find it hard when they have days off mid week and can't catch up with friends. I gamble mid week with my boyfriend just for something to do. Pokies are easy to find and are always open.

Working in a gaming venue has made no difference to my attitude to gambling.

Gaming venue staff either seem to play gaming machines to relieve stress, to have a bit of fun and I don't see too many who have a gambling problem. O didn't play at all until about 5 years after working with the machines. But I only see it as a bit of fun, entertainment and de-stressor. It also helps to understand the multitude of reasons why people play gaming machines. People with addictive natures should not play gaming machines, neither should people without self control.

To me it doesn't really look good if you gamble a lot as it could mean they are 'chasing a dollar' and if money goes missing when working, employers would tend to look at staff who had problems playing the machines first.

Legislation should be that employees who hold a gaming licence are prohibited from playing machines within their own workplace at all times.

Being able to gamble in your own venue is good because you're less likely to spend more than you would at a venue where you are not known to the staff. Also patrons would rather see staff playing in their own venue rather than another because you're seen to be supporting your place of employment and if you lose they can see that the machines are not rigged or that staff don't have control over which machines are paying or not paying.

I would not employ a person with a gambling problem in any venue I have a say in hiring.

I believe you shouldn't be allowed to gamble in your work venue.

Because of the returns to owners most staff are poorly paid and this need to be addressed. The weekly pay should be increased by around 25%.

Working in a gaming venue has helped me understand it really is just luck.

As you don't have much of a social life due to working weekends and nights, you become friendly with regular customers which tends to make you come in to see someone for companion or friendship and play gaming machines whilst you are there.

None of our gaming staff gamble much. Myself, only after playing golf with some of the other golfers. I don't really like to see staff gambling in own venue but particularly not when in uniform.

Gambling is a choice and in some people it becomes addictive, but not always. A lot of people gamble for relaxation and social content.

I think staff should be allowed to play at all in their own venue. When I first started back in 1996, the jackpot was at \$4497.00 and a staff member finished, jumped on a machine and won. Wow, what great customer relations!

I don't believe it's a problem. I'm not a gambling person as such I bet on my dogs and the Melbourne cup. That's about it. I have never played a machine in my workplace.

Whilst I love betting on the horses, I feel that working in gaming venues has turned me right off poker machines.

Not allowed.

Seeing as I know the odds are always against the gambler, I have never felt an attraction to gambling. I only ever bet on poker machines socially and all I spend is whatever loose change I have in my pocket. I really get no thrill or excitement from it. I think working in the industry also decreases my enthusiasm for it.

Gambling is only a problem if its not controlled.

I believe poker should be legalised similar to bingo to allow people to play in pubs/clubs for money as poker is a social game, not a gambling product.

No staff gamble whilst working. It only happens on days off, and then only moderately.

The gaming staff don't gamble.

Employees should only be allowed to gamble on days off work if they wish. I would prefer staff to spend money in own venue. As long as it's responsibly.

Venue gaming staff seemed to be very responsible when it comes to them participating in gambling.

I do not like staff betting/gambling at the venue they work at. I do not believe that it looks right. I would be affected if I thought a work colleague had an issue with gambling.

Being active in a gaming venue I see some people over indulging in gambling overall most patrons are reasonably sensible hoping to win. I myself enjoy playing the poker machines at a couple of venues. I think being involved with gaming machines has encouraged my playing more than I probably would have if I didn't work with them but not to a stage of addiction. Working in hospitality all different hours doesn't give a person a great outlet for different entertainment but is enjoyable work meeting a lot of people you would normally not meet.

The hospitality industry is a huge industry that puts up with a lot of threats, abuse etc, which in turn doesn't pay enough. With the turnover of machines you would think staff would be looked after considering staff safety as well is at threat regularly.

People have to take responsibility for their own actions.

Basically I like to bet on the horses or dogs on an infrequent basis. This is just a social outlet for me which I feel I have well in control. After working in gaming venues I have no interest in the other forms of gambling.

Gaming staff constantly around gambling are at risk of developing gambling problems if the venue is not strict about enforcing no gambling policies. Also they need source info to deal with problems without getting the employer or gaming commission involved.

We are able to play our machines after work but now are not allowed to play 1 hour after work and not in uniform. Sometimes I used to relax about ½ hour after work, just having a play, just to wind down.

Working in a gaming venue puts me off playing them.

I would not like to see a work colleague playing gaming machines on a regular basis. I would prefer to not know if a work mate has a gambling problem for the sake of equal recognition and treatment. Not being permitted to play where you work is a great rule to have in place.

Working in a gaming venue has shown me ups and downs of a typical gambler. For this reason I should know that the likelihood of winning is a lot less than losing. But I find myself gambling a lot more. Mostly I gamble out of boredom when I finish work late at night.

Since I have worked in gaming I have no interest at all in gambling.

I am not a gambler. Working in a venue with easy access to gambling I feel is a deterrent. I see gambling as a sign of weakness and don't like to see the gambling addicts.

I don't think there is a problem with gaming venue staff gambling in their venue as long as it is a day off. Not after or during a shift.

I find working in a gaming venue opens your eyes up to just how many people are losing hundreds to thousands of dollars each day and that really deters you from even going on them for fun.

It is interesting watching many peoples gambling habits evolve and escalate, as mine did. I stopped because whilst I could afford it my money could be better spent elsewhere and I was losing more money than what I was comfortable with. I had no stop button. I now no longer touch poker machines. I don't even like the feeling I get if I lose \$20. I believe that some of my work colleagues have developed gambling habits and the fact that we work and are allowed to play in our venue after work shifts, aids and abets their habits. They gamble more frequently than what they may if they did not work in a gaming venue.

Working in the gaming industry employees who deal with gamblers should get paid a lot more than we get. When people don't win, they are not happy.

If a person is of an addictive nature they will access whatever their addiction or swap it for another.

9am to 2pm is enough gambling for public. Graveyard shifts are a mess.

In my venue there is over 60 staff members and only 3 of them actually gamble.

Venue staff playing gaming machines in their own workplace all the time does not look good for business.

Gaming staff should not be allowed to gamble in their own venue.

I can't believe how many people that work in this industry who play bingo or gaming machines for recreation. I couldn't think of anything worse after 10 hour days in a venue, watching people lose their money and tempers all the time.

Not many of our gaming staff have any interest in gambling. We know the odds.

I think staff should not be aloud to play (gamble) in their own venues. Not before work or after work. It should be banned.

I think working in a gaming venue can have an effect on some people, who may not have had a problem to begin with. You see people winning, you are cashing their tickets, not many people tell you how much they have lost.

I only play the machines when I go to visit my mum who lives in NSW. Staff should not be allowed to play machines in the venue they work at. It sends a wrong message to the regulars that come in.

You get to meet other staff from different venues – easier transition from work place to work place when you already know the staff

Pokie venues are too easy to get to because there are too many but I guess that's why I have a job.

It should be much easier to access gambling help programs for hospitality workers. There are many people that work with gaming machines I know that probably spend more than they can afford/

Early in career (my gambling) increased a lot then I steadied out to what I could afford. Now just gamble when socialising. I have been in the industry a long time and I have seen staff members with gambling problems and other that don't even play them (pokie machines). But I don't know anyone that hasn't gambled on something. Gaming staff should do a course or

be told what gambling can do to families. I believe they don't see themselves as they see customers with problems. In the last 12 months I have no problems with gambling but my answers would have been very different 5 years ago.

As I have been on maternity leave for the last 12 months or so I do not gamble as much as I used to. Before this I would say that working with gaming machines does make it very easy to fall into the habit of playing them on your free time.

People that work in a gaming venue should be banned completely from gambling on the premises.

Some co-workers tell me they gamble outside the workplace. I feel it could cause addiction being around them all the time. Will power plays a huge part.

I think when we are not on duty, we should be able to patronise our place of work. We are not permitted at any time to gamble at our place of work or to be in the company of any of our family members while they gamble which means that we all go elsewhere to eat and have a night out, taking the revenue away from our own club.

When gaming machines first came in I was living at home with my parents and doing most of my wages in machines but when I wanted to buy my own home I soon woke up to myself.

Don't gamble, never have, never will. It is not a problem with the people I work with.

Most venues are still open when some gaming venues have closed, if you feel like going out for a beer when you finish work only gaming venue bars are open so that's where they go.

After working with gaming machines for so long and the seeing the same faces everyday losing money, I don't play at all except odd occasions on holidays etc.

I have a real problem with people from other venue's who have gambling problems. Eg: assistant managers from other venues. It makes things a bit stressful.

From a personal point of view since moving from a venue that was almost solely TAB to a venue that has both TAB and gaming machines, my interest in gaming machines has dropped right off whilst my interest in horse racing has remained the same as it has always been stemmed from my work in a racing stable at 17.

Problem gambling can be an issue for gaming staff, just as it can for the broader society. Our venue has implemented procedures to minimise the potential for our staff to develop gambling problems. All staff are unable to gamble until 30 mins after their shift ends and not in uniform.

Some gaming venues are open for 20 hours a day. In my opinion I feel this is too long. Some venues close at 5 am 7 days a week. Shopping centres don't even stay open that long and closing Sunday to Thursday would be better for both staff and patrons and perhaps 3am Friday and Sat.

There is a gaming staff member I know who has a problem with gambling but she will never admit to it.

Believe there should be more giveaways in venue such as jackpot etc to ensure the customer is rewarded.

I can't believe how many people that work in this industry who play bingo or gaming machines for recreation. I couldn't think of anything worse after 10 hr days in a venue, watching people lose their money and tempers all the time.

I do believe that a few gaming venue staff get quite involved, I get quite excited when a patron is having a really good win on a gaming machine and that. This sometimes causes them to go to a venue themselves even though they can't afford it. They think that they will also have that big win.

Many thanks....I work with people who have a gambling problem; unfortunately / fortunately we all have choices. Sorry but often the staff with problems don't want to be known or acknowledge they have problem. It would be a good idea for every staff member to undergo a quiz or test to see whether they are suitable for positions in gaming / gambling.

Does not really interest me. Seeing people gambling for hours on end or lose money, probably discourages me from gambling. I only really play machines if I go with my friends to a venue.

Working in venues I've seen people from all walks of life and socio-economic groups develop addictions. I would estimate 80% of my customers have addictions to the poker machines. Even myself with the knowledge of the % of payouts is still stupid enough to put money in them. To make the problem worse most venues have reward system to encourage players to gamble. In my opinion if pokies were there for enjoyment not just for revenue raising the max bet should be dropped to \$5 and the % back to the customers raised.

I am not a gambler. I bet on horses once a year at which ever race meet I go to during the Melbourne cup and limit myself to \$50. I play keno once a year when I am on holidays and limit my spending to \$10. I never play poker machines but while I was on holidays this year I was extremely bored and played with \$20 and it lasted 2 hours. I find it extremely depressing working in the gaming room/tab – I have learnt from others' mistakes – it's not worth it. Good luck with your study.