



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2023-2024

Mr Mark Parton MLA (Chair), Ms Jo Clay MLA (Deputy Chair),
Mr Michael Pettersson MLA

ANSWER TO QUESTION TAKEN ON NOTICE DURING PUBLIC HEARINGS

Asked by Dr Marisa Paterson on 21 July 2023: Ms Yu-Lan Chan took on notice the following question(s):

[Ref: Uncorrected Proof Hansard Transcript 21 July 2023 p 86]

In relation to: Gambling incident register

DR PATERSON: I am specifically after a breakdown of descriptions of incidents in whatever way that looks like, and what are the most common incidents recorded, and what was an overview of actions that were taken—that were recorded to be taken to resolve those issues?

Ms Chan: I can let you know right now. We can provide—we will see what we can provide in that space. The most common action that is recorded is “other”. “Other” means that the staff member—what it means is that the staff member who has observed the behaviour has referred to it the gambling contact officer on site at that venue. So that is the most common recorded response. The staff member has seen something, they had reported it to the GCO and they have recorded it quite correctly in the incident register. So that is the largest category of responses. We will provide that other information for you on notice.

SHANE RATTENBURY MLA: The answer to the Member’s question is as follows: –

On 26 July 2022 an improved system for licensed gambling venues to record incidents was launched. Prior to this date the incident details and the incident outcome could only be recorded using free text, therefore requiring significant manual processing to provide the information requested.

For each incident, the new system requires three sections to be recorded:

- The sign(s) of gambling harm (shown in [Table 1](#))
- The immediate action and outcome in response to an incident (shown in [Table 2](#)), and
- The action taken by the venue’s Gambling Contact Officer (shown in [Table 3](#)).

1. Signs of gambling harm recorded for incidents.

Table 1 lists the most common signs of gambling harm recorded for incidents between 26 July 2022 and 30 June 2023 across all licensed venues in the ACT. Please note it is possible for one incident to include more than one sign of gambling harm.

Table 1:

Sign of Gambling Harm	Number
Gets cash out on two or more occasions through ATM or EFTPOS	17,503
Spends \$300 or more in a session	11,462
Gambles for long periods (3+ hours) without taking a break	8,933
Bets \$2.50 or more per spin most of the time	5,033
Gambles right through normal mealtimes	2,995

2. Immediate action taken for incidents.

Table 2 lists the most common immediate actions and outcomes recorded by venues in the ACT between 26 July 2022 and 30 June 2023. Please note it is possible for one incident to include more than one action or outcome.

‘Other’ is commonly selected as an initial action where a venue staff member has observed and recorded a sign of harm and referred it for action by the Gambling Contact Officer.

Table 2:

Initial Action and Outcome	Number
Other	23,972
Checked in with patron	4,061
Offered information on help service	188
Offered information on self-exclusion	110
Offered other harm prevention materials	47

3. Review by Gambling Contact Officer.

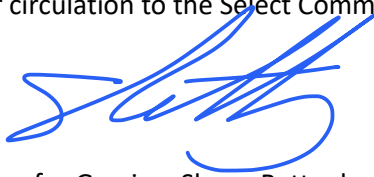
Table 3 lists the most common actions taken by the venue Gambling Contact Officer between 26 July 2022 and 30 June 2023. Please note that it is possible for one incident to include more than one action or outcome from the GCO.

Table 3:

Gambling Contact Officer Action and Outcome	Number
Monitoring patron	24,989
Commitment to check in with patron	2,957
No further action required	2,941
Other (free text)	1,162
Contacted patron	573

Approved for circulation to the Select Committee on Estimates 2023-2024

Signature:

A handwritten signature in blue ink, appearing to be 'S. Rattenbury', written over the 'Signature:' label.

Date:

30/7/23

By the Minister for Gaming, Shane Rattenbury MLA