

Gambling behaviour, the impact of COVID-19 and financial inclusion

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GAMBLEAWARE
gambleaware.nsw.gov.au
1800 858 858

Overview

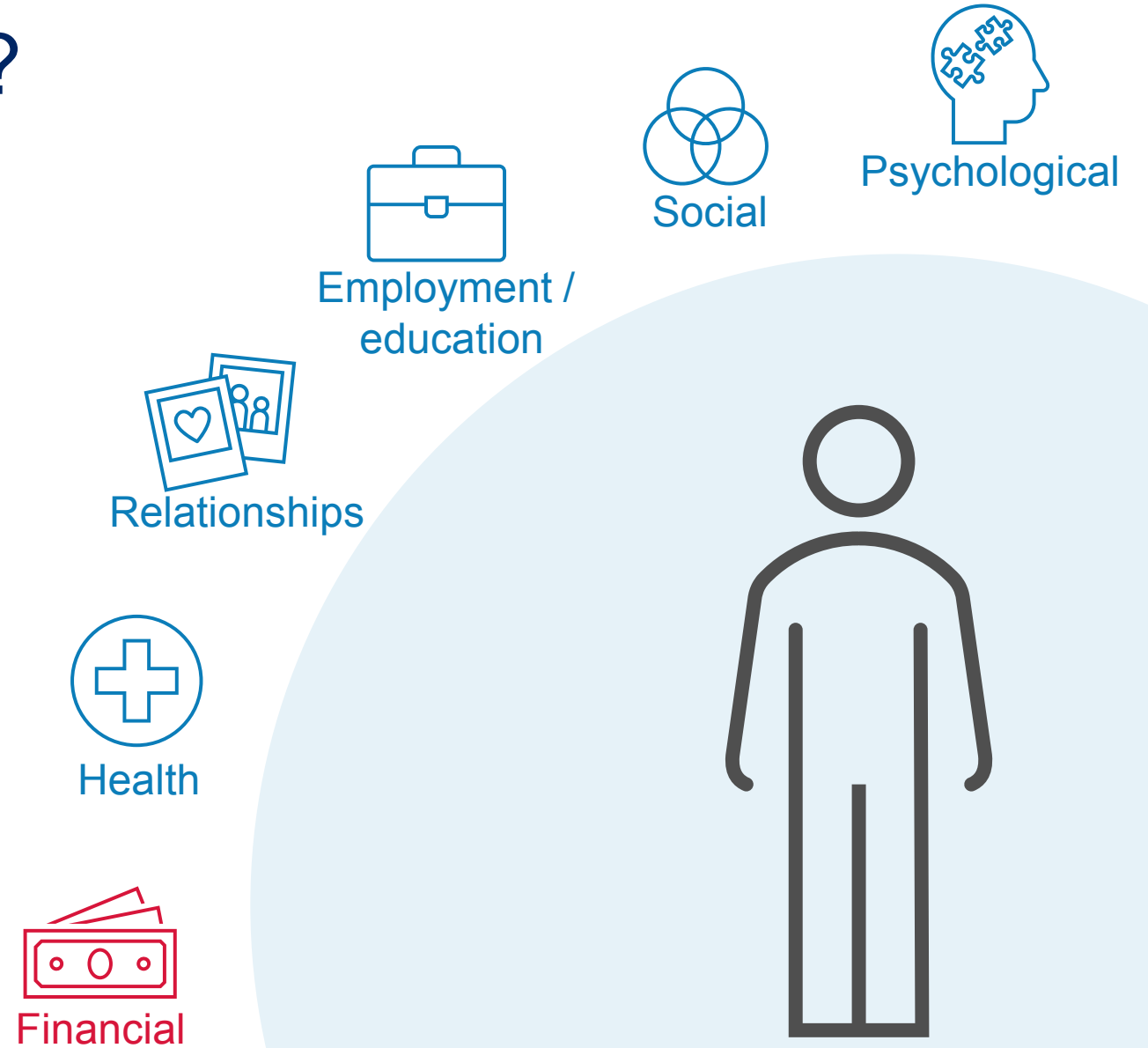
- Gambling harm
- Impact of COVID-19
- The role of financial institutions
- How people can manage their gambling
- Screening and referral to GambleAware
- GambleAware support services

Types of gambling

- Lotteries
- Poker machines
- Race betting
- Sports betting
- Casino table games
- Club games
- Card and tile games
- Other



What is gambling harm?

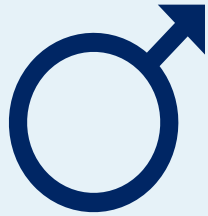


Gambling harm



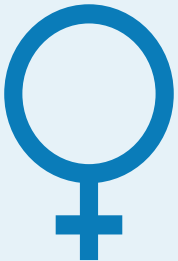
*Results from the NSW Gambling Survey 2019. Level of risk as defined by the Problem Gambling Severity Index (PGSI).

Who is most at risk?



9.6%

- Male gamblers – 9.6% compared to 4.3% for female gamblers
- Gamblers aged 18-24 – 14.9%
- Gamblers who are unemployed – 28.7%
- Gamblers with no or low income – 15.5%
- Single people who gamble – 18.1%
- Gamblers who left school before year 10 – 14.8%
- Gamblers who spoke a language other than English at home – 20.7%
- Aboriginal people who gamble – 18.3%



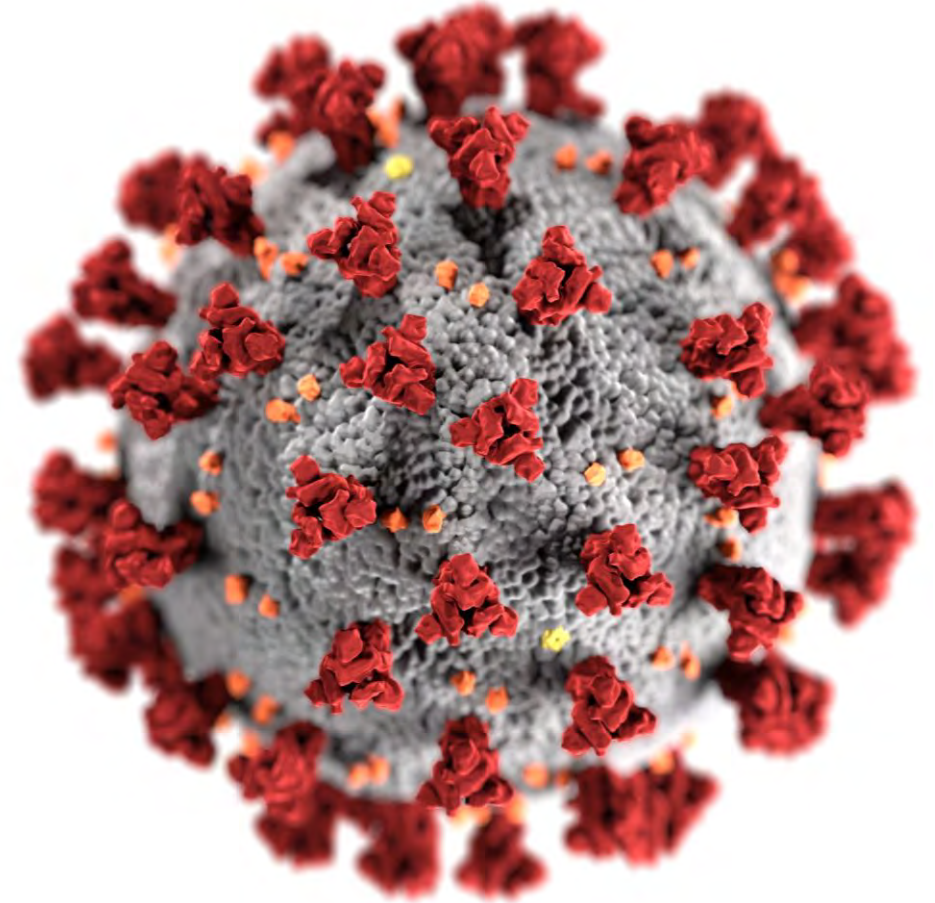
4.3%

“anyone can gamble in a way that is considered risky or may lead to gambling harm..”

Impact of COVID-19

COVID-19 and gambling behaviour

- Limited evidence of an increase in online gambling during lockdowns
- Benefits to those who may have not been able to access 'pokies'
- Help seeking has picked back up
- Shift to online support, including video counselling



COVID-19 and gambling revenue



Gaming

- Initial spike post-lockdown in 2020
- Then stabilised to pre-lockdown levels
- Similar pattern in 2021

Wagering

- Increased during lockdown in 2020
- Initial decline post-lockdown
- Subsequently increased and has remained consistently high
- Similar pattern in 2021

Role of financial institutions

Banks and corporate social responsibility

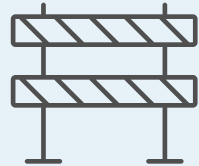
- Royal Commission placed spotlight on banks
- A range of approaches have been implemented in recent years in relation to gambling



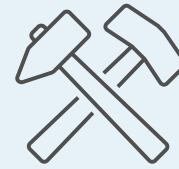
Support offered by banks



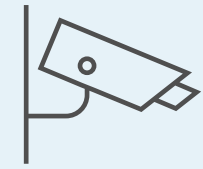
Technology



System
frictions



Tools



Monitoring



Individual
arrangements



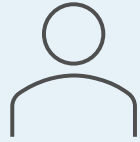
Credit
restrictions



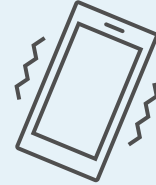
Specialist
support

How people can manage their gambling

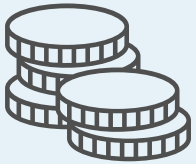
How can people manage their gambling?



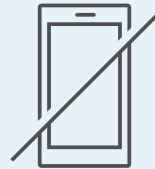
Personal strategies



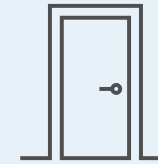
Online settings



Limit-setting



Blocking software



Self-exclusion

Screening and referral to GambleAware

Screening and referral

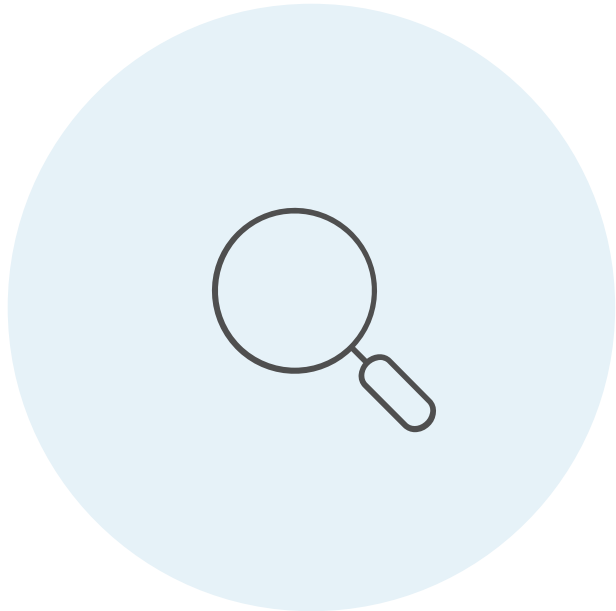
Identify



Support



Refer



How you can raise the topic of gambling

- Anticipate reluctance
- Avoid statements such as “Are you having a problem with gambling?”
- Introduce gambling screening routinely
- Use an opening such as **“A lot of people like to gamble. What about you?”**
- Ask about recreational activities: **“What do you do for fun?”**
- Ask permission: **“Would it be OK if I asked you how much money you might spend on gambling?”**

Screening tools

Lie/Bet Questionnaire (Johnson et al., 1988)

1. Have you ever had to lie to people important to you about how much you gambled?
2. Have you ever felt the need to bet more and more money?
3. “Yes” response to one or both items indicates further assessment is needed.

Problem Gambling Severity Index (PGSI; Ferris & Wynne, 2001)

- 9 question self-report measure
- https://www.gamblinghelponline.org.au/take-a-step-forward/self-assessment/problem-gambling-severity-index-pgsi#/?_k=ukum0v

GambleAware

Support Services

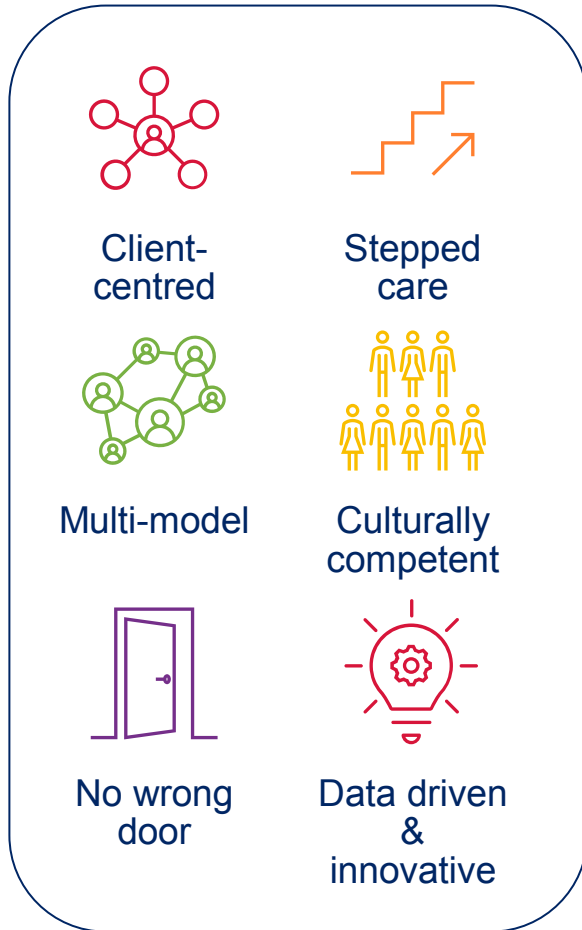
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GambleAware service delivery

Stepped care approach

face to face, over the phone, video call, or online chat



Low support

- Access to resources and online tools
- Community awareness
- Self help tools and apps
- Peer support online forums
- Online chat support
- Client guides

Moderate support

- Financial counselling
- Therapeutic counselling
- Peer support programs
- Client guides
- Referral to legal services
- Self exclusion

Higher support

- Case management and coordination with other supports
- Clinical services as required

GambleAware regions

GambleAware Provider	Key centres include ...
Blue Mountains & Western Sydney	Parramatta, Penrith, Lidcombe, Blacktown, Katoomba, Lithgow, Springwood, Emerton, Richmond
Central Sydney	Campsie, Belmore, Camperdown, Ashfield, Lewisham
Far & Western NSW	Bathurst, Bourke, Broken Hill, Cobar, Coonamble, Dubbo, Orange
Hunter & New England	Cardiff, Forster, Gloucester, Maitland, Mayfield, Muswellbrook, Singleton, Taree, Armidale, Glen Innes, Gunnedah, Inverell, Moree, Narrabri, Tamworth, Walgett
Illawarra & Southern NSW	Wollongong, Shellharbour, Nowra, Ulladulla, Batemans Bay, Bega, Goulburn, Queanbeyan, Cooma, Harden
Mid & Northern NSW	Coffs Harbour, Grafton, Lismore, Port Macquarie and Tweed Heads
Murrumbidgee	Albury, Wagga Wagga, Corowa, Finley, Deniliquin, Holbrook, Glenroy
Northern Sydney & Central Coast	Manly Vale, Narrabeen, Ryde, Tuggerah, West Gosford, Wyong, Toukley, San Remo
South Eastern Sydney	Kogarah, Sutherland, Bondi Junction, Darlinghurst
South Western Sydney	Fairfield, Bankstown, Liverpool, Campbelltown, Bonnyrigg, Wingecarribee, Wollondilly





GAMBLE AWARE

Learn about gambling ▾

I need support ▾

Supporting someone ▾

Resources and education ▾

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Welcome to GambleAware

We're here to support you to be gamble aware with information on how to gamble safely, plus free confidential support for anyone affected by gambling.

Find out more



Take home message

- Gambling harm is common
- Financial institutions can help
- Financial counsellors play a key role
- Screen for gambling issues
- Refer to GambleAware
- Effective support is available

Thank you

