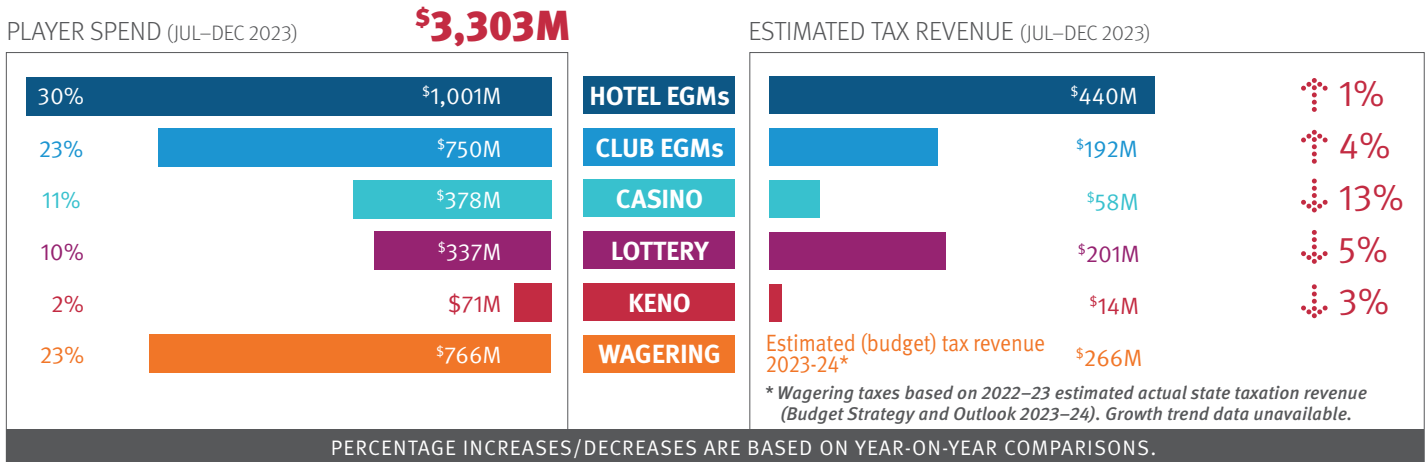
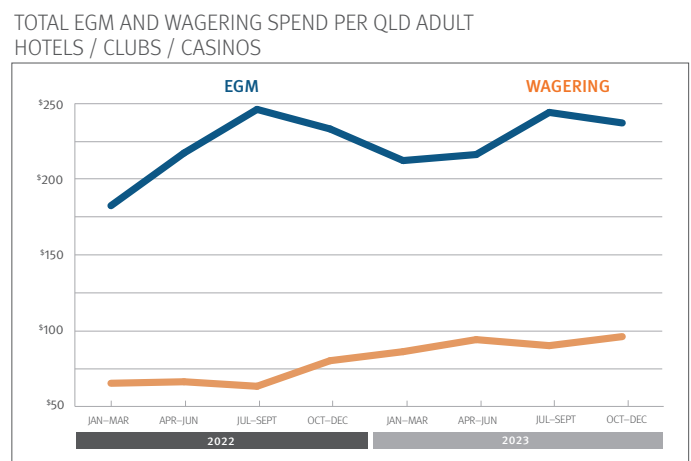
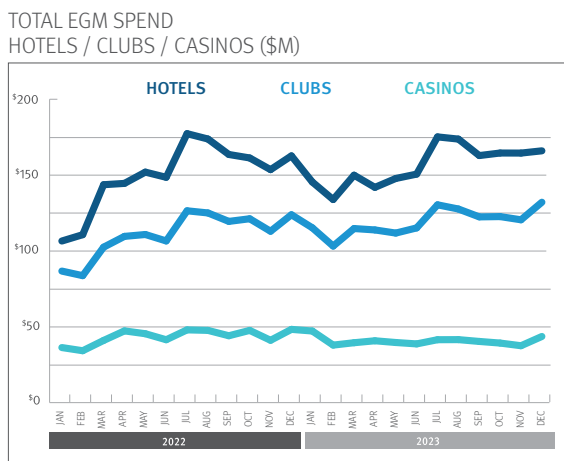
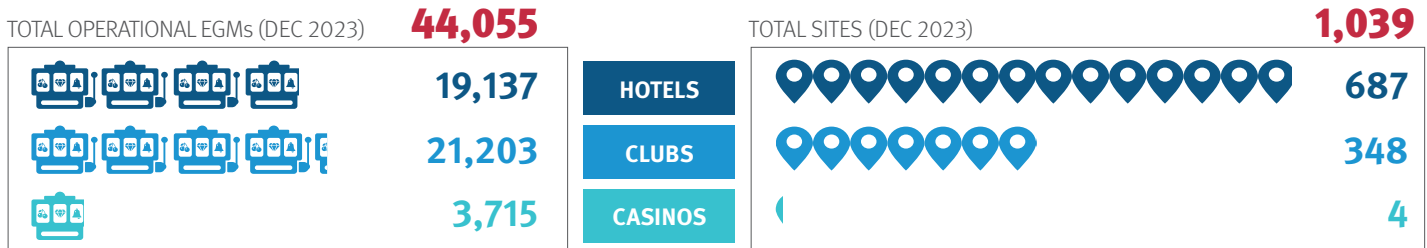
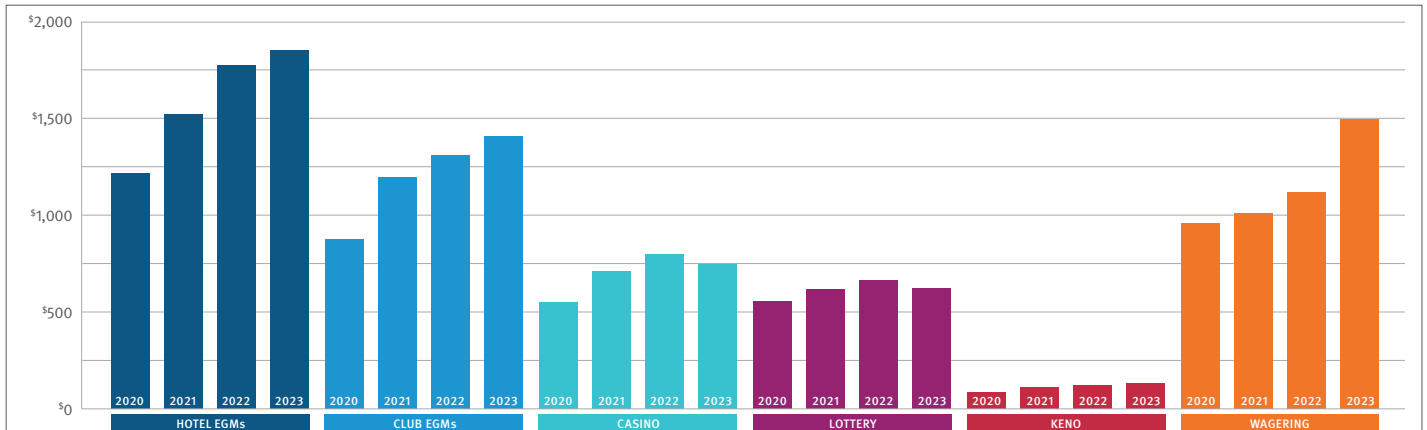


# Gambling Summary July–December 2023



## GAMBLING EXPENDITURE BY YEAR (\$M)



1. EGM = Electronic gaming machine.  
2. Wagering expenditure represents point of consumption expenditure collected under Queensland's point of consumption Betting Tax regime which commenced in late 2018. Source: Queensland Treasury.  
3. Gaming spend during 2021 and early 2022 may have been impacted by COVID-19 in a number of ways, including a number of short lockdowns in several regions throughout the State, as well as restrictions relating to individual vaccination status and masks. As such, any comparison of growth from this period should be interpreted with some caution (impacts Key Data, trend charts).

# Queensland breakdown EGM expenditure 2023



**PLAYER SPEND**  
REGIONAL / PER ADULT

**EGMs** OPERATIONAL

# Harm minimisation initiatives update

## LEADERSHIP AND CULTURE

### Sports Club Partnership

On 7 December 2023, the Queensland Government launched its state-wide sports betting awareness campaign *'Forget the Bet. Enjoy the Game'* in partnership with Queensland Cricket and the Brisbane Heat. The campaign aims to raise awareness of the risks and harms associated with sports betting and to address the normalisation of gambling in sport. The campaign is targeting young people and families and is sending a strong message that spectators and sports fans don't need to place a bet to enjoy the game. Complementing this campaign, resources for grassroots community sporting clubs are also being developed to further amplify the campaign messaging.

### Lived experience engagement

The Office of Liquor and Gaming Regulation (OLGR), in collaboration with Gambling Help services and the Queensland Mental Health Commission, is finalising an engagement mechanism to involve people with lived experience of gambling harm in the design and development of gambling harm minimisation policies and initiatives. OLGR will shortly be inviting people with lived experience in gambling harm to register their interest in sharing their insights and perspectives in the future development of harm minimisation initiatives.

### Safer Gambling Networks review

Implementation of recommendations from a review of Safer Gambling Networks (SGNets) is nearing completion. A guide and digital resources for Gambling Help providers to coordinate and run SGNets have been developed and will be circulated to Gambling Help services in the next quarter. Enhancements are also being made to the Gambling Help Queensland website to include a published calendar of SGNets events.

## TECHNOLOGY AND ENVIRONMENT

### Multi-venue self-exclusion database

Clubs Queensland and the Queensland Hotels Association, together with Odyssey Gaming Services, are continuing work to develop a centralised multi-venue self-exclusion (MVSE) database supported by facial recognition technology. An initial trial of the MVSE and facial recognition technology successfully demonstrated its functionality. A second trial is anticipated to commence by mid-2024. Legislative amendments to support the proposed system are also being progressed.

## REGULATORY FRAMEWORK

### Review of the *Queensland Responsible Gambling Code of Practice*

OLGR has commenced a review of Queensland's *Responsible Gambling Code of Practice* to ensure it remains contemporary and fit-for-purpose. The first phase of this work will involve developing safer gambling framework principles for all gambling sectors and developing a Safer Gambling Code of Practice for gaming machine environments. The work will be informed by current evidence on best practice approaches to prevent and minimise gambling harm and is anticipated to be completed by 30 June 2024. Codes for the wagering and casino sectors are also being prioritised.

## PUBLIC HEALTH APPROACH

### Queensland Gambling Survey

Fieldwork for the Queensland Gambling Survey was completed in June 2023, with a final sample size of around 15,000 respondents. Data obtained from this survey is currently being analysed, with a comprehensive survey report due to be published by mid-2024.

### Gambling Help services

The majority of responses to findings of the 2021 review of Gambling Help services have been delivered or are well progressed. A number of enhancements were implemented through new service agreements that commenced in July, including expanded hours of service, formalised multi-modal counselling services and mandated use of the Gambling Recovery STAR. OLGR will continue to work with Gambling Help services to enhance performance reporting and improve future service delivery quality and responsiveness to community needs. Improving the cultural capability of Gambling Help services to deliver culturally appropriate help and support services for Aboriginal and Torres Strait Islander people will be an upcoming focus.

### Financial counselling project

Two rounds of accredited gambling skillset training for financial counsellors have been completed, with a further round of training to be delivered by mid-2024. The training aims to enhance the ability of financial counsellors to provide specialist and appropriate support to clients experiencing gambling harm and increase the capacity of the sector in Queensland.

# Harm minimisation initiatives update continued

## **Let's start yarning about gambling campaign**

Following the successful delivery of the First Nations *'Let's start yarning about gambling'* campaign, which ran last year and was co-designed with Aboriginal and Torres Strait Islander communities to raise awareness of gambling harm and break down stigma, a re-run of this campaign with expanded reach will occur after 8 April 2024 when the *'Forget the Bet'* campaign concludes.

## **Aboriginal and Torres Strait Islander Frontline services program**

Work is continuing in consultation with relevant Queensland Government agencies and Aboriginal and Torres Strait Islander health and other support services to better equip frontline services to recognise and respond to Aboriginal and Torres Strait Islander people experiencing or at-risk of gambling harm. This includes upskilling frontline service workers and **the development of an appropriate screening tool, training and resources for Aboriginal and Torres Strait Islander health and community support workers.**

## **Community engagement**

Several other projects are also underway to improve community awareness and understanding of the risks and potential harms of gambling, safer gambling practices, and where to go for help. This includes targeted engagement with at-risk communities such as young people, First Nations, and culturally and linguistically diverse communities on service delivery enhancements that better address the needs of these groups, and the development of consistent community education, including education resources specifically targeting young people. A dedicated First Nations Gambling Harm Steering Group was established to provide advice, guidance and support for a number of upcoming First Nations projects, with the first meeting held in October 2023.

## BETSTOP REGISTRATIONS

August 2023\*

778

September 2023

698

October 2023

602

November 2023

581

December 2023

353

*\*Register launched 21 August 2023*