NAGS 2023 CONFERENCE ABSTRACT BOOK

PULLMAN HOTEL, HINDMARSH SQUARE,
ADELAIDE SOUTH AUSTRALIA
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AUSTRALIA'S LEADING RESEARCH FORUM

Session: Friday 4A

Title: Hand in glove? Exploring the intersection between money laundering and gambling harm behaviour and regulation

Author: Monique Bielanowski

Abstract (30 mins)
Money laundering has been instrinsincally linked to gambling harm behaviours and regulation in the contemporary environment through major government, law enforcement and independently commissioned reports. But do they go 'hand in glove' or is it a case of 'blue and green should never be seen'? This presentation seeks to consider whether money laundering and gambling harm behaviours and regulation are similar or distinct with a practical lens applied, drawn from the presenter's experience working with pubs, clubs, wagering operators and casinos in both AML/CTF and safer gambling compliance. This presentation intends to provide 'on the ground' insights about:

- Observed money laundering behaviours v gambling harm behaviours;
- Practical application of money laundering regulation v safer gambling regulation;
- The intersection of behaviours and regulation in both areas in practice;
- How gaming operators and licensees are responding.

The presentation should provide policy makers, regulators and other attendees with insights into how anti-money laundering and gambling behaviours intersect in real-life settings and how alignment in regulatory requirements in both areas can greater address money laundering and gambling harm risks.

BIOGRAPHY OF PRESENTER
Monique is a specialist gaming regulatory and financial crimes compliance consultant. Monique brings insights from working in and with the Queensland gaming regulator, with gaming regulators nationally, on Queensland and Federal Government gaming policy, and in private sector gaming compliance. Monique is passionate about the development of sound gambling policy.

Session: Thursday 3B

Title: Mitigating gambling-related financial harm: A multi-faceted approach

Authors: Tara Reynders, <u>Nigel Calver</u>

Abstract
Gambling, with its alluring promises of quick gains and easy cash, often conceals the devastating financial harm it can inflict. Gambling Help WA continually observes the pervasive financial harm caused by gambling addiction and proposes a comprehensive strategy to address this pressing issue.

Gambling addiction is a serious concern, characterised by its addictive nature and the resulting harmful behaviours. Individuals ensnared in its grip resort to accessing loans, and in severe cases, resort to theft from loved ones and even workplaces. The accessibility and ease of obtaining credit, combined with the compulsion to chase wins, perpetuate a vicious cycle of escalating debt and ongoing financial hardship.

To combat this issue, Centrecare's Gambling Help program utilises a holistic approach using psycho-social counselling and financial counselling to address both the behaviour and its impact.

Counselling plays a well-established role in breaking the addiction cycle. Tailored interventions, including individual and family therapy, relapse prevention, and emotion management, offer pathways to recovery. Financial counselling equips individuals with debt management skills, budgeting techniques, and the ability to negotiate with creditors.

Additionally, collaboration across sectors is imperative. Collectively with Government agencies and policymakers we advocate for financial institutions to take responsibility by adopting more stringent lending protocols. Stricter regulations on lending practices can prevent individuals with gambling addiction from easy access to credit.

Mitigating gambling-related financial harm requires a multi-faceted approach. By prioritizing prevention, education, counselling, responsible industry practices, and regulatory changes, Centrecare works to empower individuals to overcome the perils of gambling addiction and its dire financial consequences. This presentation will demonstrate how, through a holistic service model, we assist problem gamblers to change their behaviours and regain their financial security.

Biography of presenter
With qualifications in commerce, psychology, and ethics, Nigel has a diverse background in business, training, adventure therapy, and not for profit services. For the past 16 years Nigel has been an Executive Manager for Centrecare's community services responsible for managing a variety of programs including counselling and family law services.

Session: Wednesday 1C

Title: Understanding gambling consumer engagement with digital harm minimisation resources from multiple stakeholder perspectives

Authors: <u>Dilushi Chandrakumar,</u> Simone Rodda, Louise Thornton, Daniel Gozman, Chris Hunt, Sally Gainsbury

Abstract (30 mins)

Research on gambling harms has primary focused on individuals who are high risk gambling consumers. Consequently, existing digital resources to assist gambling consumers reduce their gambling harms target severe harms. However, a larger proportion of gambling consumers experience low to moderate levels of gambling harms, leaving a gap for digital resources that encourage safer gambling in the low to moderate risk consumer group. Currently existing lower risk gambling resources are underutilised, particularly by consumers experiencing low to moderate gambling harms. Additionally, previous research on engagement with digital mental health resources have demonstrated low uptake. Understanding the motivators and barriers specific to this group of low to moderate risk gambling consumers can help inform the development of digital resources to mitigate gambling harms. Our research aims to understand consumer motivators and barriers to engaging with resources to assist with gambling management from various stakeholder perspectives. The methodology involves conducting focus groups and interviews with clinicians working with gambling clients, venue managers, general practitioners with special interests in behavioural addictions, as well as current and past gambling consumers. This research has implications for informing the design of a digital resource for consumers as a low intensity intervention in the Stepped Care Model.

Biography of presenter

Dilushi Chandrakumar is a postdoctoral researcher at the University of Sydney's Gambling Treatment and Research Clinic. Dilushi's current research centres around increasing responsible gambling in low to moderate risk gambling consumers. Dilushi holds a PhD in Psychology and has research expertise in spatial attention, fatigue management, and risky decision making.

Session: Thursday 3A

Title: Behavioural markers of harm and their potential in identifying product risk in online gambling

Authors: Paul Delfabbro & Jonathan Parke

Abstract (30 mins)
 Many studies have been conducted to identify potentially useful behavioural markers of harmful behaviour using online gambling data sourced from operators. However, less is known about how such markers could be used to identify higher risk products. The study examined whether certain categories and subcategories of product are more strongly associated with behavioural markers of harm than others. Analyses were based on 6-months of data (N = 100,000 individual gamblers) drawn from the population of UK users of an online gambling website in 2022. Measures included individual-level expenditure data across multiple forms of gambling and a series of literature-informed behavioural markers of harm including declined deposits, easing/removing responsible gambling settings, within-session repeat deposits (or 'top-ups'), bonus-seeking behaviour and gambling at unusual hours. Negative binomial models examined how well the number of active days playing different products predicted behavioural markers of harm. All markers apart from easing/removing responsible gambling settings appeared to covary with the number of active days engaging in specific product types, most notably slots, in-playing betting and some most forms of combination bets on sports. These findings highlight the potential value of using measurable markers to differentiate the risk and potential harm associated with different online products.

Biography of presenter
Paul is a Professor in the School of Psychology at the University of Adelaide and Jonathan Parke is the director of Sophro Ltd., a leading UK-based consultancy that investigates issues relating to product risk and responsible gambling developments.

Session: Wednesday !A

Title: Young people's perceptions of the effects and value of sports betting inducements

Authors: <u>Gianluca Di Censo</u>, Paul Delfabbro & Daniel King

Abstract

Recent attention has turned to the restriction and prohibition of sports betting advertising as a way to reduce gambling-related harm. Younger people are an important demographic, as they exhibit higher rates of sports betting participation and are at a formative stage of life where they may be more vulnerable to potential harm. In this presentation, key theories of advertising and how they are applied to the advertising of sports betting are discussed. Additionally, we present the findings of a study that investigated how young people (N = 130) perceive the impact of four different types of betting inducements on betting behaviour. These promotions include sign-up bonuses, bonus bets, increased odds, and stake-back offers. Participants were asked about how likely they were to place a bet and if they would be more likely to engage in higher-risk betting had they received each inducement. The findings indicated that sign-up and bonus bet inducements were perceived to have the strongest influence on increasing betting behaviour and engaging in higher-risk gambling. Those who experience gambling problems were found to be more inclined to believe that incentives could motivate them to engage in riskier gambling behaviours. The study provides needed data on the effects of exposing participants to purposely designed promotions for betting inducements. The findings suggest that implementing policies to restrict inducements for sports betting could help mitigate gambling-related harm among young people, especially those experiencing gambling problems. This appears especially true for incentives that lower the cost of betting or offer free bets.

Biography of presenter

Gianluca "Luca" is a PhD candidate in the School of Psychology at the University of Adelaide; Paul is a Professor in the School of Psychology at the University of Adelaide; and Daniel is an Associate Professor in the College of Education, Psychology, and Social Work at Flinders University.

Session: Thursday 3A

Title: Incentivised treatment and recovery: The CONGAM Feasibility Study of contingency management for the treatment of harmful gambling

Authors: Simon Dymond*, Chris Seel, Jack McGarrigle, Lucy Dorey, Darren Christensen, Richard May, and Alice E. Hoon

Abstract (30 mins)
Contingency management is an efficacious behavioural treatment for treating addictive disorders and promoting behaviour change. In a contingency management intervention, incentives (e.g., vouchers exchangeable for goods or services) are provided contingent on verified target behaviours, such as attendance at therapy, abstinence, or recovery-related life skills. Yet, the feasibility of contingency management for the treatment of harmful gambling remains understudied. Here, I describe findings from the first, UK-based feasibility trial: CONGAM. In the first phase of CONGAM, the views of gambling treatment providers and service users were sought to explore potential barriers and obstacles to wider dissemination of contingency management. In the second phase, both groups' feedback was incorporated into item scale development for a new survey instrument, the CONGAM-PS, to survey providers' views. In the final phase, an 8-week feasibility and pilot trial of contingency management for harmful gambling was undertaken using a mixed-methods, case study design. I will report preliminary findings from the case-study that explored the practicality of delivery of CM for treatment attendance, reducing gambling, and increasing completion of recovery-related goals, the acceptability of the procedures, and the perceived benefits and negative impacts of the approach. Overall, CONGAM holds promise among both treatment providers and service users and is feasible as an adjunct treatment for harmful gambling.

Implications
The costs of including contingency management are minimal, likely to be cost-effective in the long run, and effective at promoting abstinence, decreasing relapse, and maintaining recovery. Incentivising treatment is not, however, without its challenges, and the provision of incentives raises important ethical issues, as do objective methods of verifying abstinence.

Biography of presenter
Simon Dymond is Professor of Psychology and Behaviour Analysis, Director of the Gambling Research, Education, and Treatment (GREAT) Network Wales and Centre for Military Gambling Research (MiLGAM), School of Psychology, Swansea University. He earned his undergraduate and PhD degrees from University College Cork, Ireland, from where he hails.

Session: Friday 4C

Title: Clinical Yarning in a Gambling Treatment Setting

Author: Mr Ashley Gordon

Abstract
This presentation will discuss the service delivery of gambling counselling and financial counselling services when working with Aboriginal and Torres Strait Islander people. We will explore the opportunities and effectiveness of yarning for gambling support and treatment services. Are our services more interested in asking questions instead of building rapport? Why is the first interaction so important? Are we tailoring our services to meet the needs of Aboriginal and Torres Strait Islander people? Are Aboriginal and Torres Strait Islander people satisfied with our services? Why use clinical yarning? Clinical yarning is a communication approach that incorporates a more informal, relaxed and conversational style of interaction with the client and is more consistent with Indigenous Australians communication styles for sharing information. This presentation will cover 4 types of Yarning: (i) Social yarning, (ii) Diagnostic yarning, (iii) Management yarning, and (iv) Therapeutic yarning. Ashley Gordon

Biography of presenter
Ashley is an Aboriginal Australian from the western-NSW community of Brewarrina, a descendent of the Gamilaroi and Barkindji people. After a successful career in rugby league with the Newcastle Knights, Ashley is actively involved in the Gambling Help sector with extensive experience working with more the 200 Aboriginal communities throughout Australia. Ashley has vast experience in community education, awareness, help seeking and the delivery of successful programs for Indigenous peoples and communities. Addressing the impacts of gambling in Aboriginal communities is his passion highlighted by the appointment to the federal Ministerial Expert Advisory Group on Gambling and the Expert Advisory Group for the Australian Gambling Research centre. A gambling counsellor with 20 years' experience and six years has a gambling researcher with the Centre for Gambling Education and Research at Southern Cross University at Lismore. He currently joined the National Suicide Prevention Trial Evaluation Aboriginal and Torres Strait Islander SubCommittee. He is the Executive Director of NSW Aboriginal Safe Gambling Services, where he manages the NSW GambleAware Aboriginal service, which targets Aboriginal communities and GambleAware providers across NSW each year. He is also the First Nations Advisor for the Victorian Responsible Gambling Foundation. Ashley has a long-term objective to be involved in the ongoing development and implementation of Gambling related policies and programs that improve the well-being of Aboriginal people.

Session: Wednesday 1C

Title: Experiences of venue-based EGM gamblers during COVID-19 lockdowns: Did they return to venues to gamble or substitute alternative leisure activities?

Author: Sarah Hare

Abstract (30 mins)

COVID-19 led to the closure of gambling venues in Victoria, Australia from March 2020. Victorians living in metropolitan areas spent a total of 262 days in lockdown and there were many periods following each lockdown where gaming venues were either limited in operation, or were partially or fully closed due to social distancing requirements or due to limited patronage.

As a result of EGM venue closures, EGM gamblers relying on gambling venues for leisure were presented with a unique opportunity to pursue other leisure activities and interests.

Within this context, the current study attempted to explore how venue-based EGM gambler gambling and leisure behaviour changed from pre-COVID to post-COVID, once venues re-opened. This research explored the following:

- What were the financial impacts of COVID lockdowns on venue-based EGM gamblers?

- What proportion of venue-based EGM gamblers returned to EGM venues?

- What were the positive and negative effects of EGM venue closure?

- What activities undertaken during COVID lockdowns and restrictions replaced EGM gambling?

- Could alternate recreational activities support the prevention and early intervention of gambling harm?

Biography of presenter

Sarah is one of Australia's most experienced experts in research, policy and strategy for gambling harm-minimisation, with over 15 years of gambling research experience. With an expert understanding of gambling research and national gambling harm-minimisation service systems, she has conducted research and evaluations in gambling across all Australian state/territories.

Session: Thursday 3C

Title: What do gamblers and significant others want from a Lived Experience Program? What models are seen to work best?

Author: Sarah Hare

Abstract (30 mins)
Lived Experience Programs are gaining momentum across Australia and are increasingly being adopted in the field of gambling harm-minimisation. However, while they are well-established in fields such as health and mental health, little consideration has been given to the approaches that work best for recovered gamblers and significant others impacted by gambling harm. This presentation outlines findings of research commissioned by the Queensland Department of Justice and Attorney General (DJAG) to evaluate different approaches to engage people with lived experience of gambling harm. Using a qualitative method, different models were evaluated from the perspective of gamblers and significant others. Findings have relevance to agencies and organisations looking to design and manage a Lived Experience Program relating to gambling harm-minimisation.

Biography of presenter
Sarah is one of Australia's most experienced experts in research, policy and strategy for gambling harm-minimisation, with over 15 years of gambling research experience. With an expert understanding of gambling research and national gambling harm-minimisation service systems, she has conducted research and evaluations in gambling across all Australian state/territories.

Session: Plenary Friday 1330-1500

Title: It's not just about the money: A lived experience in financial harm discussion panel

Chairs: Ramune Haughey & Tracey Nye

Moderators: Daniel Payne & Andrew Robinson

Abstract (90 mins)
The nature and prevalence of financial harm is widespread and can cause significant health and social stressors. Despite this there is limited research or public discussion/debates on the financial impacts of harmful gambling for individuals, their families, and the community. Let's bring the lived experience of gambling related financial harm into the room! We will reveal the often-hidden experience of financial harm and discuss a range of topics such as how did placing limits at venue ATM's impact gambling behaviour? What effect on gambling has the introduction of note acceptors had? What influence do financial inducements in online wagering and the recent legislative change banning the use of credit have on gambling behaviour? We aim to explore these questions and more, drawing from the expertise of the panel members, financial counsellors, and those with lived experience to provide a meaningful contribution to understanding the personal implications of financial harm and the impact of financial regulation. The audience will gain insight into the personal impact of those with lived experience of gambling related financial harm and use this to inform financial counselling service delivery and financial system reforms.

The panel will consist of three people who have a lived experience of financial and gambling harm, two financial counsellors from the Relationships Australia Financial Counselling Service in SA and a chairperson. Guided by the chair, the panel will discuss their personal experiences of financial and gambling harm in line with the conference themes, in addition to relevant questions from the audience.

Biographies of presenters
Daniel Payne has been a volunteer with the Lived Experience in Gambling Harm (LEIGH) program since December 2021, presenting his story of recovery from gambling harm to various organisations within the community. He has also undergone specialist training to engage with a youth audience, a venture that he is particularly passionate about.

Andrew Robinson, has been a volunteer with the Lived Experience in Gambling Harm (LEIGH) since 2020, sharing his story of gambling harm and recovery. Andrew is also a trained Peer Support Worker helping people recover from their own addictions to lead a fulfilling life.

Anne Williams is a volunteer with the Lived Experience in Gambling Harm (LEIGH) program. Anne is passionate about supporting communities to understand gambling harm and how it affects individuals, families, and communities.

Ramune Haughey. Consumer Voice Co Ordinator. C/o Relationships Australia S.A. 151 South Terrace Adelaide 5000 r.haughey@rasa.org.au 04270100 099. Ramune is the Consumer Voice Program Coordinator with Gambling Help Services at Relationships Australia SA. She has qualifications in social science, education, and project management and over 25 years of experience in coordinating and delivering various projects, focusing on community development, engagement, and education.

Tracey Nye. Practice Manager Gambling Help Service Relationships Australia SA. 151 South Terrace Adelaide 5000. t.nye@rasa.org.au. Tracey has worked with people experiencing gambling related harm for over 15 years as a senior counsellor as well as contributing to gambling related research and program development with a focus on reducing gambling related harm for individuals and communities.

Session: Wednesday 1C

Title: Follow the money- $1.8m lost per day on pokies in Fairfield City!

Authors: Peter Hope & Danielle Taylor

Abstract (15 mins)
Fairfield City in SouthWest Sydney has been identified as the most disadvantaged LGA in NSW (ABS 2021). It also has some of the highest levels of gambling in NSW, with large, profitable hotels and clubs accommodating approximately 3,800 EGMs. It is estimated that approximately $1.8m is lost per day in gaming venues in Fairfield City, indicating gambling harm.

This presentation will aim to showcase the work undertaken by the The Fairfield City Health Alliance Gambling Working Group This partnership between Fairfield City Council, South Western Sydney Local Health District and the South Western Sydney Primary Health Network and community agencies. The group has effectively raised the profile of Gambling Harm as a community issue, with an ongoing commitment to undertaking a range of activities to educate and support residents and build the capacity of community agencies. The partnership demonstrates that working together can deliver benefits that are not achievable by a single organisation.

Key achievements of the partnership have included the mobilisation of stakeholders to address gambling harm, leading to increased media awareness and discourse at local, state and federal levels of government, as well as a pilot project to develop a screening tool to identify gambling harm. The group has also increased the awareness and capacity of community and services, strengthened community networks and has led to a policy commitment that underpins the work of the group.

Session: Plenary Thursday 1330-1500

Title: Advancements in response gambling- practice and policy implications (Panel discussion)

Moderator: <u>Dr Anastasia Hronis</u>

Panellists: Paul Newson, Sonja Bauer, Nadine Grinblat, Paul Delfabbro

Abstract (90 minutes panel)
The topic of "Responsible Gambling" has received much attention and debate in recent years. Stakeholders have debated over a definition of what exactly "responsible gambling" is, with whom the responsibility lies, what consumer behaviours constitute responsible gambling, frameworks for implementing responsible gambling strategies, what exactly those responsible gambling strategies should be, and whether it should be called responsible gambling at all.

The focus of this panel is to discuss recent developments in "responsible gambling", and the implications these have for both policy and practice. Our panel members will discuss responsible gambling practices in Australia as well as overseas. There will be a focus on financial implications, policy around speed and spend limits, and using emerging technologies to support harm reduction.

Implications: The panel will be relevant to the conference theme with a specific focus on the financial side of gambling and implications for practice and policy, as well as wider issues relating to responsible gambling for both consumers and providers.

Biographies of presenters
Dr Anastasia is a clinical psychologist, working across both clinical practice and academia at the University of Technology Sydney. Her research is largely focused on exploring responsible gambling practices from a stepped care framework.
Sonja Bauer (Australasian Gaming Council)
With a career spanning more than 30 years in Gaming and Hospitality, Sonja has worked in operational, management and executive roles. Sonja has been a speaker, panellist and participant at national and international responsible gaming/harm minimisation and prevention conferences and Think Tanks. Previously a member of the Victorian Responsible Gambling Ministerial Advisory Council, Sonja has also been a member of numerous industry, corporate, statutory body and government Advisory Panels, Working Groups and Committees. Sonja is a graduate from the University of Melbourne (BA) and a Leadership Victoria Williamson Community Leadership Program Alumni (2016).
 Nadine Grinblat (Australasian Gaming Council)
Nadine Grinblat has been the CEO of the Australasian Gaming Council, an industry NFP with a charter to promote industry sustainability and responsible gambling, since 2016 after first joining the organisation in 2008. Prior to this she worked in roles at Crown Melbourne as both Manager of the (then) Customer Support Centre and as a Responsible Gambling Liaison Officer. Nadine has been a NAGS member since 2005 and is also a member of various state

government and industry roundtables, working parties and advisory groups dedicated to safer gambling and harm minimisation.

Prof Paul Delfabbro (University of Adelaide)

Paul is a Professor in Psychology at the University of Adelaide. Paul graduated from the University of Adelaide with degrees in Arts, Commerce and Economics and a PhD in psychology. He has published extensively in several areas, including the psychology of gambling, child protection and child welfare and applied cognition. He has over 400 publications in these areas including over 300 national and international refereed journal articles. He has researched many topics in gambling including: gambling harm, adolescent gambling, and product risk. He also has current interests in cashless gaming, the intersection between gambling, gaming and blockchain technology and its psychological implications.

Paul Newson (Vanguard Overwatch)

Paul Newson is a Principal at Vanguard Overwatch and the founder of the gambling law and regulation conference Regulating the Game. Paul was a former Deputy Secretary in the NSW Department of Industry responsible for liquor, gambling & racing public policy and regulation in NSW. Paul is a patron and former president of the International Association of Gaming Regulators.

Session: Friday 4B

Title: Conservative or Liberal? Examining the role of political ideology on gambling attitudes and behaviour

Authors: Jasmina Ilicic* and Stacey Brennan

Abstract (30 mins)
Gambling research has predominantly examined the psychological characteristics that can influence gambling attitudes and behaviour in terms of personality traits, including sensation seeking, extroversion, locus of control (e.g., Walker 1992; Estevez et al. 2015; Fortune and Goodie, 2010; Whiting et al. 2019), and impulsivity (e.g., Chambers and Potenza 2003; Ginley et al. 2014; Mowen, Fang and Scott 2009). However, research suggests that the risk factors influencing gambling attitudes and intentions are still unclear (e.g., Cowley, Briley and Farrell 2015). As research is increasingly providing evidence of the influence of political ideology on various consumer behaviours (see Shavitt 2017), it is possible that political ideology could also influence gambling behaviour. This research explores the association between political ideology and gambling attitudes and behavior. Secondary data was obtained from *YouGov* (Study 1) and four online studies (Study 2-5) were conducted. Results demonstrate that political conservatism, as opposed to liberalism, is associated with a less negative/more positive attitude towards gambling (Study 1 and Study 2) and intention to gamble (Study 2), due to a greater sense of agency (i.e., sense of control over actions; Study 3 and Study 4). Results of Study 5 show that the positive relationship between political conservatism and sense of agency, and subsequent gambling attitude and intention can be attenuated when the emotion of fear is induced through a fear appeal help-seeking advertisement.

Biography of presenter
Jasmina Ilicic, Ph.D., applies consumer psychology theories and experimental design methods to examine consumption behaviour (eating, gambling). She is the recipient of various awards including 2022 Emerald Literati Outstanding Associate Editor, 2019 Australian and New Zealand Marketing Academy (ANZMAC) Best Conference Paper, and 2016 ANZMAC Emerging Researcher of the Year.

Session: Thursday 3C

Title: Psychoeducation on developmental needs to assist parents of adolescent gamers

Authors: <u>Daniel L. King</u> & Sonya Paterson

Abstract
Background: Many parents express concerns about the risks of adolescent excessive gaming, including negative mood, reduced sleep, and interference with school and homework activities. Self-determination theory (SDT) suggests that gaming can fulfil basic developmental needs of autonomy, competence, and social relatedness. This experimental study tests whether providing parents with psychoeducation about SDT may assist parents to recognise positive aspects of gaming and influence parenting responses to adolescent gaming.
Methods: This talk will summarise an experimental study involving different case vignettes of adolescent gaming. The study involved a 2 (psychoeducation vs control) x 3 (vignette: casual, avid, and problematic gamer) design. A total of 851 parents (64% female) were randomly allocated to either the psychoeducation condition or control. Outcome measures focused on parenting perceptions and strategies in relation to each vignette.
Results: The psychoeducation was successful based on a manipulation check. This talk will summarise the effects of SDT psychoeducation on parenting perceptions and responses to each of the 3 vignettes, including parents' appraisals of problem gaming in different case scenarios and associated supportive and controlling responses to gaming behavior.
*Conclusions***:** Many families encounter difficulties in regulating adolescent gaming time, and in having a shared understanding of the developmental value of gaming. This study contributes needed experimental data to a largely correlational body of evidence on parenting and gaming. With growing recognition of problem gaming in health nomenclature, it is important that both the benefits and harms of gaming are included in public health discussions.

Session: Thursday 3A

Title: Game Responsibly? Evaluating the effect of consumer advice in a video game advertisement on gaming urges and intentions

Authors: Declan McCole & Daniel King

Abstract (30 mins)
Internet Gaming Disorder and its associated harms are the subject of increasing academic attention. Presently, there is a lack of research into practical, cost-effective interventions for IGD. Public health messages in advertisements are a common strategy in other areas of addiction, particularly gambling, which shares psychopathological characteristics with IGD. Given the similarities between gaming and gambling, this study aiming to investigate whether consumer advice in game trailers are effective at reducing urges and intentions to play, and to understand the mechanism of this relationship. A sample of 539 males were instructed view a game trailer and then randomly assigned to groups that either saw a (1) responsible gaming message adapted from gambling studies, (2) a message guided by the Theory of Planned Behaviour (TPB), or (3) no message. Changes from pre- to post-trailer were measured in gaming intentions using the intention scale from an adapted TPB questionnaire, and gaming urges using an adaptation of the Gambling Urges Scale for gaming. This presentation will provide a critical summary of the results and discuss the implications of these findings for public approaches to problem gaming.

Biography of presenter
Declan McCole is an Honours student in Psychology at Flinders University under the supervision of Dr Daniel King.

Session: Thursday 2A

Title: Lost in translation is an equity issue (Panel)

Panellists: Dr Emily Miller, Enaam Oudih, Memoona Rafique and Amanda Farah

Abstract (60 mins)
The 2021 Census highlights that the number of people who used a language other than English at home has dramatically increased to just over 5.6 million people while over 850,000 of them reported that they do not speak English well or at all. These figures do not include those who are English speaking but are of bicultural background.

Data and evidence are becoming more and more critical when developing policies and directions in service delivery. We advocate that it is never been as important as it is now to unpack what reliability and validity mean if we want to understand the issue from culturally and linguistically diverse (CALD) communities' perspectives and more importantly achieve the desired outcomes.

Most of the research on gambling is in the form of quantitative prevalence studies which use screening tools as measures to determine the extent of the problem and often the data is collected via telephone interviews or through postal surveys. In this session, we draw on existing research and our own organisational experience of working with gambling and other stigmatised issues in CALD communities. We discuss the ways in which CALD communities have unique vulnerabilities to gambling and experience greater barriers to equally participate and benefit from research and/or related gambling help campaigns and resources.

Research outcomes may be lost in translation and evidence gets lost if we do not communicate effectively with the target audiences, linguistically and culturally. Accordingly, this workshop will bring the diverse lived expertise of the four presenters to actively engage with the audience on the day to increase awareness of the challenges and gain a better understanding of the key successful components when conducting research and/or implementing a specific program.

Biography of presenters
Dr Emily Miller is a researcher working at the University of South Australia, has an extensive experience of conduction research in collaboration with CALD communities under the leadership of Professor Tahereh Ziaian, a community health psychologist and researcher who has worked in the multicultural sector for over two decades.

Enaam Oudih has a nursing background specialising in community and public health as well as teaching and management qualifications. Enaam is currently the Practice Manager Multicultural Engagement at Relationships Australia South Australia providing consultancy and training in intercultural practice advocating for inclusion and cultural diversity at all levels of organisations and service delivery.

<u>Memoona Rafique</u> is the Manager for Multicultural Gambling Help Services and has been a part of the service for over 07 years. Memoona is a qualified counselling practitioner along with a project management professional and a trainer. Memoona is passionate about assisting multicultural communities while understanding their unique needs as well as strengths that can contribute to their recovery.

<u>Amanda Farah</u> is a Senior Educator at the Australian Institute of Social Relations, is also a qualified psychotherapist who brings with her multiple areas of lived experience. Amanda has a wealth of experience in providing trauma-informed care and building strong relationships with individuals and families, utilizing her unique perspective and deep understanding of the challenges they face.

Session: Wednesday 1A

Title: Investigating Harm and Individual Differences Associated with Speculative Cryptocurrency Trading

Authors: Amy Mosbey & Paul Delfabbro

Abstract (30 mins)

Cryptocurrency is a form of digital currency based on blockchain technology that can be a store of value or used as a form of exchange. It trades on a 24/7 international cryptocurrency market and is often subject to great price volatility and high returns and losses compared to traditional means of investing, such as equities trading. Relatively little research has been conducted into the psychological factors associated with this form of higher-risk speculation or the potential harms associated with it. The present study, based on 487 cryptocurrency purchasers, sought to identify the profile of harm, individual differences and problem gambling associated with cryptocurrency trading. As hypothesised, cryptocurrency involvement was found to be to be positively associated with problem gambling endorsement, and certain gambling behaviours. Personality analysis of crypto-currency purchases showed higher scores on neuroticism, but lower on conscientiousness and agreeableness. Financial, psychological and health harms were positively associated with cryptocurrency involvement, with those with the highest level of involvement found to have significantly higher scores in problem gambling, neuroticism, and moderate harm outcomes. These findings provide insight into the harm profile and individual differences associated with cryptocurrency investing and highlight the potential risk factors of cryptocurrency investment. These findings underscore the similarities between cryptocurrency traders and problem gamblers, and the potential for cryptocurrency to attract problem gamblers who may approach trading as a form of gambling.

Biography of presenter

Amy Mosbey is an Honours student in the School of Psychology at the University of Adelaide (Amy.Mosbey@student.adelaide.edu.au)

Session: Thursday 2C

Title: Applying Smart Recovery's theory to facilitating the Gambling support group for Vietnamese Australians

Author: Thao Nguyen

Abstract
The Smart Recovery model is a self-help, group-based program designed to assist in the recovery of people from addiction. Participants will be given a brief overview of the SMART Recovery model, examining its alignment with the Vietnamese Australian culture and its use with gamblers.
The program' values of empowerment, equity, inclusion, integrity and accountability have resonance with Vietnamese Australians, however, the program's framework which is Western based presents some challenges in applying the program to this population.
This presentation recognises the potential benefits of the program while exploring the challenges posed due to cultural differences. The program has been successfully conducted with Vietnamese Australian with gambling problem, with the presenter well positioned to explain the merits of this intervention for use with this specific cohort, and the rationale underlying modifications to render it more culturally suitable.

Biography of the presenter
Thao has been working in Vietnamese Gambling Help Service in Community Access and Support Services SA (CAaSSA) for 6 years as a Case Manager and commenced working as a Gambling Help Counsellor last October. As part of these roles, she has been facilitating the gambling support group. Thao was awarded Certificate IV for Community Service in 2016, followed by her Master of Social Work in 2022.

Session: Friday 4C

Title: Understanding the financial impacts of gambling-related harm in South East Queensland's African migrant communities

Authors: <u>Amiel Nubaha</u> and <u>Helen Poynten</u>

Abstract
Gambling is an established part of Australia's culture, and a normalised way to connect, socialise and belong. Migrants, particularly emerging communities often see gambling practices as normalised ways to integrate into Australia's lifestyle. Gambling is often seen as an easy way to become part of Australia's community, and individuals are a greater risk of developing problems due to limited understanding of Australia's gambling culture. This is especially true when venues are experienced as welcoming places when individuals feel isolated or experiencing stress. They can become a way to escape from family challenges, particularly financial stress. This presentation by GHS CALD Ipswich team will share their practice knowledge around local African communities' experiences of gambling-related harm, particularly financial harm. Practice ideas will be discussed on approaches on dealing with financial hardship, including debt management, community trust building and developing appropriate referral networks.

Biographies of presenters

Helen Poynten (Bach. of Social Work / Masts. in Psych) has worked for over 25 years in private practice and human service organisations. Helen currently works for Relationships Australia QLD as Gambling Help Strategic Lead. Helen is committed to promoting the public health model in reducing gambling harm minimisation.

Amiel Nubaha is a Gambling Help Community Educator based in south east Qld. Amiel is a Senior Member of the Multicultural Youth Council of Qld, Positive Peace Ambassador with the Institute of Economics and Peace, Queensland Multicultural Community Advocate and current Chairperson of the Federation of Rwandan Communities in Australia Inc.

Session: Friday 4A

Title: Criminal Justice Gambling Help Service Fine Enforcement Repayment Unit pilot

Author: <u>Tricia Oats</u>

Abstract (30 mins)
The OARS Community Transitions Gambling Support Service (GSS) aims to deliver a free and confidential service to support lifestyle changes for people affected by gambling related harm, who are currently involved or at risk of entering the criminal justice system in South Australia. By enhancing community wellbeing by reducing offending & victimisation, OARS CT is committed to continuous quality improvement and capacity building to ensure that we provide exemplary services for people at risk of offending due to complex needs and co-morbidity.
Funded by the Department of Human Services, Office for Problem Gambling, The Criminal Justice Gambling Help Service provides state-wide individualised case management, counselling, family intervention and support, appropriate referrals, outreach, and court/prison support, advocacy and fine reduction applications. The overall aim of the program is to promote and support lifestyle changes for individuals affected by problem gambling, who are drawn into, or are at risk of entering the criminal justice system in South Australia and in the event that the person is incarcerated, ongoing counselling and support continues wherever possible.

Approved Treatment Programs are able to support individuals in managing their fines. These have historically focused on Alcohol and Other Drug programs. For the first time, in late 2022 a 12-month pilot was established to include clients presenting with gambling related issues, specifically those engaging with OARS CT. In addition to outlining the service itself, this presentation will explore how this pilot has evolved over the 12-month period.

Biography of presenter
Tricia Oats (BSW) General Manager, Client Treatment Services, OARS Community Transitions has just celebrated 20 years of service. Tricia has worked across a variety of intervention based therapeutic programs and has led the gambling team since its beginnings back in 2006.

Session: Friday 4B

Title: Comorbidity of Problem Gambling in an Australian substance use treatment population *"There is more to problem gambling than just money"*

Authors: Benedict Osei Asibey, Ron Strauss, Gilbert Whitton, Elizabeth Conroy

Abstract (30 mins)
Introduction: Despite problem gambling's potential association with substance use treatment outcomes, Australian research on its comorbidity among substance use treatment clients is limited. This study aimed to examine the prevalence of gambling comorbidity in an Australian alcohol and other drugs (AOD) treatment seeking sample.
Methods: 167 adults receiving AOD treatment were recruited. Problem gambling was assessed using the validated Problem Gambling Severity Index (PGSI). Financial coping score (9-45) was assessed using Caplan's 9 item scale while financial strain (0-5) was assessed by a previously developed 5 dichotomous items (yes/no). Association between financial wellbeing and problem comorbidity were assessed using logistic regression.
Results: 20.8% and 52.8% of 106 past-year gamblers screened positive on the PGSI for problem and moderate-risk gambling respectively. For most participants, substance use predated gambling. Along with male gender (AOR=4.80 95% CI 1.67 - 13.78), younger age (AOR=4.41 95% CI 1.64 - 11.87), and high-risk alcohol use (AOR=3.44 95% CI 1.12 - 10.55), gambling comorbidity was associated with experience of financial strain (AOR=1.37 95% CI 1.02 - 1.83). *Discussion and Conclusions*: Gambling comorbidity was common among the recipients of substance use treatment with similar risk factors as found in general population samples. The lack of association between stimulant drugs and gambling comorbidity requires further investigation given these drugs can increase impulsivity, a known risk factor for problem gambling.

Implications for Practice or Policy: The findings highlight the need for preventive and risk-reduction strategies, including effective screening, treatment, and referral. Industry needs to be socially responsible and not target the most vulnerable members of the community.

Biography of presenters
Benedict Osei Asibey and Elizabeth Conroy are from the Drug Health Services, South Western Sydney Local Health District, Sydney, Australia. Rob Strauss and Gilbert Whitton are from the Translational Health Research Institute, Western Sydney University, Sydney, Australia.

Session: Thursday 2C

Title: The South Australian model to harm minimisation

Author: Thomas Owens

Abstract (30 mins)
Gambling has long been associated with adverse social and economic consequences, particularly in relation to gambling-related harms. In response to growing concerns, South Australia implemented comprehensive gambling reform strategies aimed at reducing the prevalence of gambling harms within the state. This abstract reviews the multifaceted approach taken by South Australia to tackle this issue and highlights the significant strides made in mitigating gambling-related harms. The gambling reform initiatives in South Australia were designed to address various aspects of the gambling landscape, including regulatory policies, community education, support services, and industry practices.
Key measures included the establishment of:

1. Mandatory Code of Practice
2. Early Intervention Agencies (Gaming Care / ClubSafe)
3. Load-up Limits (2020)
4. Maximum Denominations (2020)
5. Maximum Bets (2017)
6. Facial Recognition Technology (2020)
7. Automated Risk Monitoring System (ARMS) (2017)
8. Mandatory staff training (2014)
9. Limits on Accessing Cash (2020)
10. Comprehensive Gambling Help Services
11. Cash Redemption Terminals (CRT) / Change machines shutdown periods
12. Offer to pay via EFT. (2020)
13. Limited Trading Hours
14. Comprehensive Barring Register

In conclusion, the gambling reform strategies undertaken by South Australia have demonstrated a significant bolstering of responsible gambling practices within the state. These reforms serve as a model for other regions aiming to address the negative consequences of gambling and promote responsible gambling behaviours.
Ongoing evaluation and adaptation of these initiatives will be essential to sustain and build upon the progress achieved thus far.

Biography of presenter
Thomas Owens is the General Manager of Gaming Care, SA.

Session: Friday 4B

Title: Gambling, Suicide, Search Engine Optimisation and Online Casinos.

Authors: James G. Phillips, Yang-Wai Chow, Heather Rogers

Abstract (30 mins)
As gambling is associated with suicidal ideation an archival study initially considered online media reports of gambling-related suicide. Searching Google using the key words "suicide" and "gambling" linked gambling to 132 identified suicidal individuals from 1,031 hits. These media reports were categorised and significant relationships between method of suicide attempt and prior gambling were obtained. However, during these Google searches some nuisance "hits" *redirected* the browser to online casinos. Such redirection is impolite as it pre-empts user choice and of specific concern if assistance was sought instead. As problem gambling could be exacerbated by gambling advertisements and promotions we considered webpages a potentially suicidal individual might see when conducting an online Google search for assistance. A content analysis categorised webpages (N=200) offered to a potentially suicidal gambler and found 17 treatment providers and 14 online casinos. Further Google searches obtained 113 links to online casinos and considered the varied techniques Search Engine Optimisers used to improve the Page Rankings of online casinos. Search Engine Optimisers stuffed websites with keywords (including those of competitors), used copied content, hijacked legitimate Domain Names and kitemarks, and created fake Blogs. The businesses whose Domain Names were hijacked were classified on the basis of their local, national or international significance. Larger businesses appeared to remove these links to online casinos from their websites, but smaller business appeared more vulnerable and contained more malware. Although suicidal individuals may appreciate distraction, the deliberate use of the term "suicide" to attract gambling patrons makes poor business sense.

Biography of presenter
Jim Phillips reported on gambling and the impact of new and emerging technologies with Alex Blaszczynski in 2010. Jim has been in the tertiary sector since 1990 at Monash University and then Auckland University of Technology from 2014. He has now faced redundancy 8 times. Obviously he chases his losses.

Session: Wednesday 1B

Title: Leveraging Facial Recognition to reduce financial harm from gambling

Authors: Max Rattagan, Liam Snell

Abstract (30 mins)
Facial Recognition Technology has developed as a multi-purpose solution in the gambling industry in recent years. The system has been utilised for proactive monitoring in terms of security, simplifying processes, supporting the financial gambling harm minimisation framework, and contributing to the overall quality of the customer experience.
SkyCity proposes to present recent enhancements to its Facial Recognition environment following the implementation of Facial Recognition at ATMs. The pilot implementation programme has provided useful insights regarding the volume of customers who utilise ATMs outside gaming areas. Discussion will include analysis of customer behaviour regarding multiple withdrawal transactions and multiple declined transactions, and the resulting conduct interaction with the customers.

Biography of Presenter
Max Rattagan is the Responsible Gambling Manager at SkyCity Auckland, leading a high-performing team of Responsible Gambling Hosts. Having worked in a variety of roles in SkyCity, Max brings an operational focus to the team, looking for ways to continuously improve both the customer and staff Host Responsibility experience.

Session: Thursday 3C

Title: Moving The Ambulance from the Bottom of the Hill: Preventing Gambling Harms Through Interactions with Customers

Author: Jay Robinson

Abstract (30 mins)
Research related to preventing, identifying and responding to possible indicators of gambling harms in-situ has stalled throughout the pandemic. And yet, online gambling participation is increasing exponentially, people are experiencing financial fallout from the pandemic, and land-based customers in most global jurisdictions are returning to venues. Gambling customers, like all of us, have been affected by the consequences of the pandemic, and focus group findings with customers, staff and operators in four jurisdictions demonstrate that there is a near universal experience of customers having greater emotional and psychological distress, as well as financial stress from the pandemic. We urgently need to address and respond to these needs appropriately and meaningfully to protect people from unwanted gambling consequences.

This presentation reviews and contrasts operational evidence and empirical findings related to industry training. What do we know, and what do we need to know? As is often the case in our rapidly changing field, operational insights precede research insights. This talk will contribute highlights from both, underscoring empirical evidence of how training can contribute to *prevention* of gambling harms rather than merely *addressing* them.

Possibly the most extensive research in the pandemic on this topic was contributed by Focal Research: "HELPING UK CASINO PLAYERS GAMBLE RESPONSIBLY: Evaluating the Impact of Safer Gambling Customer Interactions (November 2018 - February 2020)." Insights from this research, combined with practice evidence, will offer strategies and approaches for future practice and research.

Takeaway. This talk will share proven tips and tools for interacting with people who gamble around financial and other gambling-related harms and will also lay the groundwork for thinking about future research directions for RG training in the "post-Covid" world.

Biography of presenter
Jay is a Canadian-certified problem gambling counsellor, providing international policy and practice support to RG organizations, counselling systems, regulators and operators. Gambling operator staff, people who gamble recreationally, and people with lived experience of gambling harms always inform Jay's work.

Session: Thursday 3A

Title: Finding the Invisible At-risk Player - Using technology to help identify customers spending beyond affordable limits

Authors: Schellinck, Tracy Schrans, H. Ye, Q, Wang.

Abstract

This session will highlight the value of a new EGM Affordability Model specifically adapted for changes in play due to COVID-19. Affordability of play has become a critical regulatory priority that is gaining greater traction worldwide as a gaming provider responsibility. The research presented here can inform a more sophisticated approach that is easy to operationalize, does not require a burden of proof on operators, and simultaneously yields greater results in identifying players spending beyond their abilities. The authors conducted research from 2014-2020 interviewing 10,500 regular electronic machine gamblers in land-based casinos in three countries administering the PGSI and FLAGs: a risk instrument that can be used to identify those spending beyond affordable limits including gambling with money that does not belong to them. The research shows that these players typically spend and play less than other regular gamblers. As a result, arbitrary affordability thresholds and current methods identifying high-risk gamblers that rely on the length of session and amount wagered are unlikely to find and assist these vulnerable over-spenders, even though they are more likely to be experiencing negative consequences due to their gambling.

Implications:

This session describes the survey results, construct creation, testing, and behavioral cues using machine data that can be used to identify at-risk players and the resulting profiles of 'Over-spenders' in terms of beliefs, motives, risky practices, obsession with gambling, and experience of negative consequences. Managerial and regulatory implications are presented.

Biography of Presenter

Tracy Schrans is the Principal and President of Focal and has conducted gambling research since 1989, consulting internationally with governments and organizations on player protection, corporate social responsibility, and responsible gaming evaluation. She has published papers in peer-reviewed journals, co-authored numerous government reports, and reviewed various publications. Tracy and Dr. Tony Schellinck are the first researchers to use player tracking data to develop algorithms for detecting and managing customer risk and harm, designing new gambling instruments to identify early and advanced risk among adults and youth for prevention and social policy applications. In addition, Tracy, and her colleagues at Focal have worked with stakeholders worldwide, setting responsible gambling standards for player protection with international recognition in using data and technology to identify and assist at-risk gamblers.

Session: Wednesday 1B

Title: Moving Upstream: Safer Gambling and Harms Prevention Using Technologies and Player Data

Author: Tracey Schrans

Abstract (30 mins)
Traditionally, responsible gambling strategies have prioritized helping those who are experiencing difficulties due to their gambling, minimizing harm that can arise from chronic over-consumption, linking those experiencing negative consequences to suitable treatment services and support. These most urgent goals have shaped service delivery, resources, research, and social policy, influencing how we conceptualize, measure, and evaluate safer gambling. This same bias is reflected in most player protection technology: whether using psychologists, gambling intensity or self-exclusion as a proxy for finding and helping "problem gamblers." Even the language we use, noting "most people play responsibly" and reserving assistance for the "minority of those experiencing harm," is stigmatizing and fosters a culture of care based on individual problem resolution rather than wider prevention.

This paper shares research intended to normalize safer gambling by extending player protection to *all* those who gamble by moving risk detection and safer gambling action further upstream to actively prevent the development of gambling harm.

During Phase 1 of an international research project with co-funding through the National Research Council of Canada, Focal administered risk measures (PGSI, FLAGs) to 8000+ machine gamblers in three countries. The information was linked to each player's machine data over a one-year period to create a massive database with 130 million+ play sessions. These informed the creation of a taxonomy of a set of critical behavioural triggers that are empirically associated with harm. These foundational triggers will identify a risky play *session* rather than an at-risk *person,* so we can deliver meaningful messages at a relevant point in time to all customers, not just those experiencing extreme harm.

Takeaway. This information opens the door to new possibilities for supporting safer gambling and active prevention. This paper will share how we can use these latest insights to deliver the right message to the right person at the right time to prevent and reduce gambling risk and harm.

Biography of presenter
Tracy Schrans is the President and Co-founder of Focal Research, a Canadian-based research and data analytics company with an international public health orientation. She is one of the first applied researchers to use player tracking data to develop instruments and algorithms for detecting gambling risk and harm in non-laboratory settings.

Session: Thursday 3B

Title: Improving financial resilience through counselling support

Authors: <u>Tracy Stevens</u> <u>Aaron Kenney</u> & and Dr.Jemima Petch

Abstract (30 mins)
Using Case Scenarios, this presentation will highlight 4 key methods practitioners employ to support clients' financial improvement and wellbeing that draw upon the strength of stake-holder relationships. Stake Holder relationships: Reciprocal information sharing with industry has contributed to an increase in venue-based options available to clients (e.g. self-exclusion, pre-limits) and awareness-building at the community level has also contributed to changes in banking procedures that support clients. 2. Clinician Knowledge and Skills: This includes clinically useful knowledge and skills to work effectively with the client to not only reduce or stop gambling but also address related areas of concern such as avoidance of finances, understanding finances as a gambling trigger, developing personally effective money and accounts management strategies, and implementing strategies to reduce debts and save money. Where appropriate, further financial counselling referrals are provided to address issues like creditor payment schemes and potential bankruptcy. 3.Supportive Relationships: Engaging additional supports such as partners and concerned third parties (which helps all party's wellbeing as well as reducing financial consequences to the other parties). 4. Outcome Measures: Identifying client goals and providing a supportive framework using biopsychosocial measures to ensure the work is targeted and effective. E.g. RAQ outcome measures indicate 83% of our clients state that their financial issues have been partially or fully resolved from attending Gambling Help counselling. Further, 40% of clients state they are now spending no money on gambling, with another 51% stating they are spending a lot less or a little less money on gambling.

Biographies of presenters
Tracy Stevens has been working with Relationships Australia, Qld. as a Gambling Help Counsellor for 14 years. She has a background in working with drugs and alcohol, mental health, and suicide assessment as part of a multidisciplinary team approach.
Aaron Kenney has been a Clinical Supervisor with RAQ for 7 years, including supervising counsellors within the GHS service. Aaron has a professional background working in the recovery field as part of a multidisciplinary team addressing cooccurring substance and mental health concerns.

Dr Jemima Petch is the Head of Practice at RAQ and a clinical psychologist. She has led two research studies examining the effectiveness of Gambling Help Services, including what predicts client outcome.

Session: Thursday 2C

Title: Measuring our impact: A baseline for investing in gambling harm minimisation activity in South Australia

Author: Tanya Strub

Abstract (30 mins)

The Gambling Harm Minimisation Investment Plan 2021 to 2026 (the Investment Plan) directs investment of the Gamblers Rehabilitation Fund (GRF) towards four strategic priorities expected to assist in minimising gambling harm in South Australia. These are: 1) actions that raise awareness of gambling harm; 2) prevention and early intervention responses; 3) ensuring people get the right help at the right time; and, 4) building an agile system that identifies and responds to emerging harm and need. The Monitoring and Evaluation Framework identifies those areas where it is reasonable to expect change should GRF investment be effective. The purpose of this presentation is to describe baseline data collected under the Monitoring and Evaluation Framework and against which we will monitor South Australia's progress towards its gambling harm minimisation goals.

Implications

Design and public release of the Gambling Harm Minimisation Monitoring and Evaluation Progress Report represents best practice in public health policy. The baseline report presents a practical approach for governments in demonstrating progress made towards population level gambling harm minimisation goals.

Biography of presenter

Tanya Strub has been with the Office for Problem Gambling since 2020. She was responsible for working with The University of Adelaide in the design and implementation of the Gambling Harm Minimisation Monitoring and Evaluation Framework and Progress Report.

Session: Thursday 3B

Title: Money tells a story

Authors: Heather Talbott & David McAnalen

Abstract (30 mins)
Finances need to be a consideration in the case conceptualization of a person's relationship with gambling when they are attending counselling through the Gambling Help Service. However, this can't be in isolation. There are many areas of an individual experience that need to be considered. In this presentation we look to widen the focus towards the full human story and how the finances intersect and impact upon other areas of the human experience. Therefore, a holistic approach must drive our work; not financial solutions in isolation. This approach is more likely to result in an outcome where the harm is not ongoing and continuous to the individual and those that are connected to them.
In this presentation we will discuss case studies that will demonstrate the human story of impacts of poor relationships with gambling on families, relationships, businesses and the long-term impacts to individuals. Understanding their own financial circumstances can be important to awaken the need in the individual for change. This change not only benefits the individual, partner, family friends and community in the immediate impacts but should result in making this change long term and sustainable

Biographies of presenter

<u>Heather Talbott</u>, Gambling Help Counsellor and Community Educator, Metro North Gambling Help Service QLD, Relationships Australia QLD. Heather has worked in the Gambling Help Service Queensland as a counsellor and community educator for 7 years. During her time in the role she has seen significant shifts in attitudes towards supporting those impacted by gambling harms to access help.

<u>David McAnalen</u>, Gambling Help Service Community Educator, Metro South Gambling Help Service QLD, Relationships Australia QLD. David has been a Community Educator with Metro South Gambling Help Service for four years. Not only is he a registered teacher but also has lived experience as gambler. With over 23 years gambling abstinence now he is passionate in seeing gambling harms reduced across all areas of society.

Session: Friday 4C

Title: Financial counselling- a new strategy offering to problem gamblers for their recovery from gambling harm

Author: Fong Ung

Abstract (30 mins)
Financial counselling is an emerging strategy within the Chinese gambling community to help problem gamblers understand their financial situation and rights. While financial counselling may be invasive in its nature, it offers effective means to explore the financial burdens experienced by gamblers through verbal and written interaction. By highlighting the impact of problem gambling on their daily lives, financial counselling serves as a visual alert to gamblers. It encompasses critical aspects such as bill and fine payments and negotiations with financial institutions. However, these actions may initially be misinterpreted by problem gamblers as invasive to their own lives, making it challenging to establish trust and encourage disclosure. Additionally, teaching gamblers budgeting skills presents a demanding task that often encounters resistance and struggles to sustain long-term commitment. Cultural differences further compound the complexities of this work. In this presentation, we will dive into the experiences of a financial counsellor working with gamblers, offering insights, strategies, and real-life examples to shed light on the challenges faced and potential impact of financial counselling in supporting problem gamblers on their recovery journey.

Biography of presenter
Fong is a project manager, social worker, and financial counsellor at the Overseas Chinese Association. Over the past 20 years, she has provided vital support and financial counselling to individuals and families impacted by gambling and other social issues, particularly among Southeast Asian population and CALD communities.

Session: Friday 4A

Title: Using structured analytical intelligence techniques to investigate financial crime threats in a casino

Author: Rob Vaudrey

Abstract (30 mins)
Over the last 20 years the intelligence community has led the development of structured analytical techniques to diagnose issues, challenge mindsets and solve problems. These techniques have become common across the intelligence world and in law enforcement agencies. Structured intelligence techniques can assist in framing strategic threats and aid operation decision making where data is incomplete, where there is ambiguity and to provide assurance of the decision-making process. This enables more efficient, robust and auditable decisionmaking. Ultimately the use of such techniques helps to identify detect and deter those who would use the casino for anything other than responsible gaming. SkyCity proposes to present recent application of structured analytical techniques at both the strategic and operational levels within its Financial Crime team. Discussion will include the identification of an overseas issue and the use of techniques to identify indicators which were then applied to the casino's processes to identify a threat. At the operational level the presentation will focus on techniques used to improve decision making in relation to investigations and in those used to identify different strands of connected suspicious activity. It will complement the Facial Recognition presentation proposed by SkyCity by discussing other outcomes of failed transactions.

Biography of Presenter
Rob Vaudrey is the General Manager of Financial Crime at SkyCity in New Zealand. Having previously work in intelligence, investigation regulation and financial crime roles he has conceived and delivered training course in intelligence for oversea agencies. Currently the AML Compliance Officer in New Zealand, Rob is committed to continuous improvement of financial crime outcomes.

Session: Thursday 2B

Title: Casino loyalty programs and gambling risk: An investigation of the Crown Rewards loyalty program

Authors: Maryann Wei; Russell Blamey; Paul Delfabbro; Jamie Wiebe, Kerry Sproston

Abstract (90 minute symposium)

In recent Australian Royal Commissions as well as in national and international research, questions have been raised as to whether casino loyalty programs might present increase the risk of harmful gambling. Such schemes reward people based on their level of engagement in gambling and may be particularly attractive to higher risk gamblers. However, only a relatively small number of studies have investigated if loyalty programs contribute to greater risk and which features pose a higher risk. This symposium presents the findings of the largest ever independent study into casino loyalty programs arising as a result of a collaboration between Crown Resorts, 3ARC consulting and academic researchers. The study presents findings relating to the analysis of both self-report surveys conducted with Crown Rewards members at different tiers as well as analysis of objective behavioural data. Analysis of PGSI data in relation other measures highlights the prevalence of higher risk gambling at different loyalty tiers; evidence for 'tier-chasing'; and which loyalty reward features pose greater risk. The symposium will be presented in stages and includes: analysis of the aims and background literature; the methodology and findings; and, implications for the design of loyalty programs and improvements to safer gambling measures at major casinos.

Biography of the presenting authors:
Maryann Wei and Russell Blamey are senior analysts at 3ARC, one of Australia's leading research consultancy agencies; Paul Delfabbro is Professor in Psychology at the University of Adelaide; Jamie Wiebe is the Group EGM Crown PlaySafe Strategy & Policy at Crown Resorts.

Session: Wednesday 1B

Title: The Crown Playsafe journey: from player support to preventing harm

Authors: Dr Jamie Wiebe, Bhavia Taylor

Abstract (30 mins)
In early 2021, Crown Resorts was subject to 2 Royal Commissions and a public inquiry in relation to its suitability to hold casino and gaming licenses in Victoria, Western Australia, and NSW. The outcome of the royal commissions and inquiries resulted in the company being found unfit to hold casino or gaming licenses in the states in which it operated. In this presentation, Dr Wiebe will present a transparent look at Crown's remediation journey to date, plans for reforms ahead and the road to best practice.

Crown's enhanced approach to harm minimisation, player safety and wellbeing is underpinned by the Crown PlaySafe Strategy. The Strategy is informed by best practice and goes beyond existing responsible gambling programs through the implementation of evidence-based initiatives that seek to maximise the safety of those who choose to gamble. Dr Wiebe's presentation will outline key elements of the Strategy and progress on the underlying initiatives:
- o   Building a Safer Gambling Future, with a focus on prevention and positive play
- o   Building a Safer Gambling Culture, with care for the community
- o   Building a Safer Gambling Environment, with expanded support for vulnerable or at-risk players
- o   Building a Safer Gambling System, to better our understanding of player behaviour

The presentation will be delivered according to Crown's journey to date: Past, Present and Future along with highlighting key learnings along the way for industry and stakeholders.

Biographies of Presenters
Dr Jamie Wiebe – Executive General Manager Crown PlaySafe Strategy & Policy
Bhavia Taylor – Group General Manager Crown PlaySafe Programs & Research