

16 November 2012

Ms Lyn Beverley
Committee Secretary
Joint Select Committee on Gambling Reform
PO Box 6100
Parliament House
Canberra ACT 2600

Dear Secretary,

At the public hearing for the Parliamentary Joint Select Committee on Gambling Reform held in Canberra on 13 November 2012, Senator Xenophon requested that Clubs Australia provide on notice certain information in relation to Clubs Australia's testimony, as detailed below.

Senator Xenophon sought the views of Clubs Australia about the uptake of voluntary pre-commitment. Clubs Australia notes that the participation rate of voluntary pre-commitment varies among venues; however, it would average around 2 per cent of players, corresponding to the percentage of players estimated to have gambling problems.

Senator Xenophon also sought information about the industry's multi-venue self exclusion. Multi-Venue Self-Exclusion is the most significant investment by the club industry in recent times to assist problem gamblers. The system is being provided to all clubs and gambling counselors in New South Wales, giving the problem gambler the choice of having self-exclusion facilitated at a club or counselling service convenient to them.

The System is secure. It cannot be found using search engines and it is firewalled beyond the levels of protection employed by bank websites. The System uses a database of ClubsNSW members with Google Maps to provide a tool that assists in the process of venue inclusion in the person's self-exclusion. It allows the facilitator to negotiate with the client to build a comprehensive list of venues specific to the client.

Each club and each counselling provider has access to the System that is a view unique to them. They can see the images and details of the problem gamblers that have nominated that club for inclusion, in the interests of maintaining confidentiality. The System reminds participants via email, one month prior to their self-exclusion expiring and invites them to renew their self-ban.

Once the Deed is signed and the client's image is uploaded to the system, the dissemination to each of the nominated venues is instant. The system promotes inclusion and collaboration between counsellors, venues and participants. If, for example, a breach is detected, the System generates an email that once populated, is sent to all stakeholders alerting the venues, counsellor (if involved) and problem gambler that such has occurred and inviting heightened vigilance from the venues. The

system has been endorsed by the NSW Office of Liquor, Gaming and Racing, and the Executive Director has written to all funded counselors endorsing the facility for their clients. The response from the problem gambling counselling community has also been overwhelmingly positive to this initiative. The clubs industry will look to expand this service to other states and territories in consultation with their respective regulators, and we are in talks with the Australian Hotels Association to have their venues included in the NSW system.

In addition, Senator Xenophon asked about the New Zealand Intralot provider; unfortunately we have not had enough time to make enquiries about this subject.

Yours faithfully

Josh Landis
Executive Manager, Policy and Government