

APPENDICIES

Appendix A

• Access to Gambling •

A study of gambling by gaming venue staff



**Earn a \$20 StarCash Voucher just by completing this survey!
This voucher can be redeemed for petrol or any other goods at any
Caltex service station.**

The Centre for Gambling Education and Research at Southern Cross University invites you to participate in this survey. It has been commissioned by the Victorian Office of Gaming and Racing. We hope to find out if working in a gaming venue influences the access that staff have to different gambling products and services and if this, in turn, influences their own gambling behaviour. It will be most helpful for the results if everyone who receives this survey participates. It should take you about 20 minutes to complete.

You are, however, under no obligation to complete the survey. If you decide to participate, you can decline to answer any of the questions, you can change your mind about participating, or you can contact me with any questions. If you do participate, please answer the questions as honestly as possible. Your answers are completely confidential and anonymous. Please do not put your name on the questionnaire. The information you provide will be handled only by Southern Cross University and will not be accessible by the Victorian Government or by your employer.

Please return your completed questionnaire in the reply-paid envelope to:
**Dr Nerilee Hing, Head, Centre for Gambling Education and Research, Southern Cross
University, PO Box 157, Lismore NSW 2480.**

If you have any questions, please contact Nerilee by ph: 02 66203928 or email: nerilee.hing@scu.edu.au
Or, if you have any problems associated with this project, please contact: Ms Sue Kelly, Ethics Complaints
Officer, Southern Cross University, ph: 02 66269139 or email: sue.kelly@scu.edu.au

Thank you! Your contribution to this study is greatly appreciated.

Southern Cross University Ethics Approval Number: 07-10

SECTION 1:

Our first few questions are about you and your employment. Please tick one box in response to each question, unless otherwise instructed.

1. What is your job title? (please write here) _____
2. On what basis are you employed?
 Permanent full-time Permanent part-time Casual
3. At what level is your current job?
 Operational Supervisory Management
4. Do you currently have a Gaming Industry Employee's Licence?
 Yes No
5. Does your job involve serving or assisting patrons in any of the following gambling-related activities? (please tick as many boxes as appropriate)
 Gaming machines Table games Bingo Gaming promotions
 Cage operations TAB/Sportsbook Keno Cashier/change booth
6. Is your job mainly front-of-house (in view of customers) or back-of-house (not in view of customers) or both?
 Front-of-house Back-of-house Both
7. When at work, how often can you see your venue's gambling facilities and activities?
 Never Sometimes Most of the time Almost always
8. What type of gaming venue do you currently work in?
 Hotel Club Casino
9. Approximately how many gaming machines does your workplace have?
 None 1-20 21-40 41-60
 61-80 81-105
10. Which of the following other types of gambling activities does your workplace operate? (please tick as many boxes as appropriate)
 TAB Keno Bingo Poker competitions
11. What types of gaming venues have you ever worked in? (tick as many boxes as appropriate)
 Hotel/pub Casino TAB outlet
 Club Racetrack Other (please specify) _____
12. In total, about how long have you worked in gaming venues? _____ years _____ months
13. About how much training in responsible gaming have you ever received in total?
 None A few hours Half a day One day More than 1 day
14. What is your age? _____ years old
15. What is your sex? Male Female

SECTION 2:
Our next few questions are about your accessibility to different types of gambling.
Please tick one box on each line in response to each question.

If you wanted to buy a ticket on a LOTTERY-TYPE GAME, such as scratchies, Tattslotto, Powerball, Pools or Tattskeno, at a newsagent or by internet, how easy or difficult would it be for you to:

| | Extremely Easy | Quite Easy | Quite Difficult | Extremely Difficult |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| 16. Find an outlet for lottery-type games that is convenient to go to or use | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Find a convenient outlet with a choice of lottery-type games to buy tickets for..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Be able to bet at a convenient outlet without waiting or queuing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Find a convenient outlet for lottery-type games which is open when you have spare time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. Get to an outlet for lottery-type games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. Understand how to bet on lottery-type games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. Feel familiar with how betting on lottery-type games works..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. Afford the cost of betting on a lottery-type game..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24. Feel socially accepted/at ease in an outlet for lottery-type games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 25. Feel comfortable within yourself about betting on lottery-type games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 26. Feel comfortable that your family would approve of you betting on lottery-type games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 27. Feel comfortable that your friends would approve of you betting on lottery-type games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 28. Feel comfortable that your work colleagues would approve of you betting on lottery-type games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you wanted to play CLUB KENO at a hotel, club or casino, how easy or difficult would it be for you to:

| | Extremely Easy | Quite Easy | Quite Difficult | Extremely Difficult |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| 29. Find a venue with keno that is convenient to go to | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 30. Find a convenient venue with a choice of keno games to play..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 31. Be able to play keno in a convenient venue without waiting or queuing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 32. Find a convenient venue with keno which is open when you have spare time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 33. Get to a venue which has keno..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 34. Understand how to play keno games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 35. Feel familiar with how keno games work..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 36. Afford the cost of playing a keno game..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 37. Feel socially accepted/at ease in a venue with keno..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 38. Feel comfortable within yourself about playing keno..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 39. Feel comfortable that your family would approve of you playing keno..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 40. Feel comfortable that your friends would approve of you playing keno..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 41. Feel comfortable that your work colleagues would approve of you playing keno..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you wanted to bet on HORSE OR GREYHOUND RACES, including at a TAB outlet, ClubTAB, PubTAB, racetrack, on the telephone or internet, how easy or difficult would it be for you to:

| | Extremely Easy | Quite Easy | Quite Difficult | Extremely Difficult |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| 42. Access a TAB agency or bookmaker that is convenient to go to or use | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 43. Access a convenient TAB agency or bookmaker with a choice of races to bet on..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 44. Be able to bet with the TAB or bookmaker in a convenient way without waiting or queuing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 45. Access a convenient TAB agency or bookmaker which is open when you have spare time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 46. Get to a TAB agency/racetrack/telephone/internet terminal to bet on horse or greyhound races..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 47. Understand how to bet on horse or greyhound races..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 48. Feel familiar with how betting on horse or greyhound races works..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 49. Afford the cost of betting on a horse or greyhound race..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 50. Feel socially accepted/at ease at a TAB agency or racetrack..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 51. Feel comfortable within yourself about betting on horse or greyhound races..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 52. Feel comfortable that your family would approve of you betting on horse or greyhound races..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 53. Feel comfortable that your friends would approve of you betting on horse or greyhound races..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 54. Feel comfortable that your work colleagues would approve of you betting on horse or greyhound races..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you wanted to bet on a SPORTING EVENT, such as football, cricket, tennis, etc, including at a TAB outlet, ClubTAB, PubTAB, on the telephone or internet, how easy or difficult would it be for you to:

| | Extremely Easy | Quite Easy | Quite Difficult | Extremely Difficult |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| 55. Access a sportsbetting agency that is convenient to go to or use | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 56. Access a convenient sportsbetting agency with a choice of sporting events to bet on..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 57. Be able to bet with a sportsbetting agency in a convenient way without waiting or queuing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 58. Access a convenient sportsbetting agency which is open when you have spare time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 59. Get to a sportsbetting agency/telephone/internet terminal to bet on sporting events..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 60. Understand how to bet on sporting events..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 61. Feel familiar with how sportsbetting works..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 62. Afford the cost of betting on a sporting event..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 63. Feel socially accepted/at ease in a sportsbetting agency..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 64. Feel comfortable within yourself about betting on sporting events | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 65. Feel comfortable that your family would approve of you betting on sporting events..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 66. Feel comfortable that your friends would approve of you betting on sporting events..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 67. Feel comfortable that your work colleagues would approve of you betting on sporting events..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you wanted to play a GAMING MACHINE at a hotel, club or casino, how easy or difficult would it be for you to:

| | Extremely Easy | Quite Easy | Quite Difficult | Extremely Difficult |
|---|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| 68. Find a venue with gaming machines that is convenient to go to | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 69. Find a convenient venue with a choice of gaming machines to play..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 70. Be able to play a gaming machine in a convenient venue without waiting or queuing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 71. Find a convenient venue with gaming machines which is open when you have spare time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 72. Get to a venue which has gaming machines..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 73. Understand how to play gaming machines..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 74. Feel familiar with how gaming machines work..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 75. Afford the cost of playing a gaming machine..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 76. Feel socially accepted/at ease in a venue with gaming machines..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 77. Feel comfortable within yourself about playing gaming machines..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 78. Feel comfortable that your family would approve of you playing gaming machines..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 79. Feel comfortable that your friends would approve of you playing gaming machines..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 80. Feel comfortable that your work colleagues would approve of you playing gaming machines..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If you wanted to play a CASINO TABLE GAME (e.g. blackjack, roulette) in a 'real' casino (not on the internet), how easy or difficult would it be for you to:

| | Extremely Easy | Quite Easy | Quite Difficult | Extremely Difficult |
|--|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| 81. Find a venue with casino table games that is convenient to go to | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 82. Find a convenient venue with a choice of casino table games to play..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 83. Be able to play casino table games in a convenient venue without waiting or queuing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 84. Find a convenient venue with casino table games which is open when you have spare time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 85. Get to a venue which has casino table games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 86. Understand how to play casino table games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 87. Feel familiar with how casino table games work..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 88. Afford the cost of playing a casino table game..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 89. Feel socially accepted/at ease in a venue with casino table games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 90. Feel comfortable within yourself about playing casino table games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 91. Feel comfortable that your family would approve of you playing casino table games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 92. Feel comfortable that your friends would approve of you playing casino table games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 93. Feel comfortable that your work colleagues would approve of you playing casino table games..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION 3:

Our next few questions are about whether or not you are able to use the gambling facilities in your workplace. Please tick as many boxes as appropriate in response to each question.

94. Are you allowed to gamble on keno in your workplace? (tick as many boxes as appropriate)

- | | |
|---|--|
| <input type="checkbox"/> No, not at all | <input type="checkbox"/> Yes, before or after work when in uniform |
| <input type="checkbox"/> Yes, on days off/during time off | <input type="checkbox"/> Yes, before or after work when not in uniform |
| <input type="checkbox"/> Yes, during rostered work breaks | <input type="checkbox"/> Yes, between split shifts |

95. Are you allowed to gamble at the TAB in your workplace? (tick as many boxes as appropriate)

- | | |
|---|--|
| <input type="checkbox"/> No, not at all | <input type="checkbox"/> Yes, before or after work when in uniform |
| <input type="checkbox"/> Yes, on days off/during time off | <input type="checkbox"/> Yes, before or after work when not in uniform |
| <input type="checkbox"/> Yes, during rostered work breaks | <input type="checkbox"/> Yes, between split shifts |

96. Are you allowed to enter the gambling promotions or competitions in your workplace? (tick as many boxes as appropriate)

- | | |
|---|--|
| <input type="checkbox"/> No, not at all | <input type="checkbox"/> Yes, before or after work when in uniform |
| <input type="checkbox"/> Yes, on days off/during time off | <input type="checkbox"/> Yes, before or after work when not in uniform |
| <input type="checkbox"/> Yes, during rostered work breaks | <input type="checkbox"/> Yes, between split shifts |

97. Are you allowed to gamble on the gaming machines in your workplace? (tick as many boxes as appropriate)

- | | |
|---|--|
| <input type="checkbox"/> No, not at all | <input type="checkbox"/> Yes, before or after work when in uniform |
| <input type="checkbox"/> Yes, on days off/during time off | <input type="checkbox"/> Yes, before or after work when not in uniform |
| <input type="checkbox"/> Yes, during rostered work breaks | <input type="checkbox"/> Yes, between split shifts |

SECTION 4:

This section asks some questions about your own gambling activities. Remember that this survey is anonymous, so please answer the questions as accurately as you can. Please tick one box on each line unless otherwise instructed.

If you gamble on the following activities, about how far do you usually travel to bet on each one?

| | Less than 2.5 kms | 2.5 to 5 kms | 5 to 10 kms | 10 to 20 kms | Over 20 kms | Do not gamble on this |
|--|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| 98. To play lotto or any other lottery game..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 99. To play bingo..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 100. To bet on horse or greyhound races at a racetrack..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 101. To play table games at a casino..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 102. To gamble privately with friends for money (e.g. cards, poker, mahjong)..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 103. To play keno..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 104. To bet on horse or greyhound races through a TAB agency..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 105. To bet on a sporting event like football, cricket or tennis..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 106. To play gaming machines..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

During the last 12 months, how many times per week OR per month OR per year did you gamble on each of the following types of gambling? (please write how many times or tick the box on each line)

| | Number of Times per WEEK | OR | Number of Times per MONTH | OR | Number of Times per YEAR | Did not gamble on this |
|---|--------------------------------|----|---------------------------------|----|--------------------------------|----------------------------------|
| 107. Bought instant scratch tickets for yourself | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 108. Played lotto or any other lottery game..... | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 109. Bet on horse or greyhound races at a racetrack..... | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 110. Played table games at a casino..... | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 111. Played casino games on the internet for money not just points..... | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 112. Gambled privately with friends for money | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 113. Played bingo in your workplace | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 114. Played bingo not in your workplace | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 115. Played keno in your workplace | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 116. Played keno not in your workplace | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 117. Bet on horse or greyhound races through a TAB agency in your workplace | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 118. Bet on horse or greyhound races through a TAB agency not in your workplace | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 119. Bet on a sporting event like football, cricket or tennis through a TAB agency in your workplace ... | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 120. Bet on a sporting event through a TAB agency not in your workplace | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 121. Played gaming machines in your workplace | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |
| 122. Played gaming machines not in your workplace ... | _____ | OR | _____ | OR | _____ | ... <input type="checkbox"/> ... |

During the last 12 months, how much money, not including winnings, did you spend on each of the following types of gambling in a typical month? (please write down the amount for each)

| | | Did not gamble on this |
|--|--------------------|----------------------------------|
| 123. Buying instant scratch tickets for yourself | \$ _____ per month | ... <input type="checkbox"/> ... |
| 124. Playing lotto or any other lottery game..... | \$ _____ per month | ... <input type="checkbox"/> ... |
| 125. Betting on horse or greyhound races at a racetrack..... | \$ _____ per month | ... <input type="checkbox"/> ... |
| 126. Playing table games at a casino..... | \$ _____ per month | ... <input type="checkbox"/> ... |
| 127. Playing casino games on the internet for money not just points..... | \$ _____ per month | ... <input type="checkbox"/> ... |
| 128. Gambling privately with friends for money (e.g. cards, poker, mahjong)..... | \$ _____ per month | ... <input type="checkbox"/> ... |
| 129. Playing bingo in your workplace | \$ _____ per month | ... <input type="checkbox"/> ... |
| 130. Playing bingo not in your workplace | \$ _____ per month | ... <input type="checkbox"/> ... |
| 131. Playing keno in your workplace | \$ _____ per month | ... <input type="checkbox"/> ... |
| 132. Playing keno not in your workplace | \$ _____ per month | ... <input type="checkbox"/> ... |
| 133. Betting on horse or greyhound races at a TAB agency in your workplace | \$ _____ per month | ... <input type="checkbox"/> ... |
| 134. Betting on horse or greyhound races at a TAB agency not in your workplace | \$ _____ per month | ... <input type="checkbox"/> ... |
| 135. Betting on a sporting event like football, cricket or tennis at a TAB agency in your workplace | \$ _____ per month | ... <input type="checkbox"/> ... |
| 136. Betting on a sporting event at a TAB agency not in your workplace | \$ _____ per month | ... <input type="checkbox"/> ... |
| 137. Playing gaming machines in your workplace | \$ _____ per month | ... <input type="checkbox"/> ... |
| 138. Playing gaming machines not in your workplace | \$ _____ per month | ... <input type="checkbox"/> ... |

**How many hours and minutes do you normally spend each time you gamble on the following activities?
(please write down hours and minutes for each or tick the box if you do not gamble on this activity)**

| | | | | | Do not gamble on this |
|--|-------------|---------------|-------------|------------------------------------|----------------------------------|
| 139. Betting on horse or greyhound races at a racetrack..... | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 140. Playing table games at a casino..... | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 141. Playing casino games on the internet for money not just points..... | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 142. Gambling privately with friends for money (e.g. cards, poker, mahjong)..... | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 143. Playing bingo in your workplace | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 144. Playing bingo not in your workplace | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 145. Playing keno in your workplace | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 146. Playing keno not in your workplace | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 147. Betting on horse or greyhound races with a TAB agency in your workplace | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 148. Betting on horse or greyhound races with a TAB agency not in your workplace | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 149. Betting on a sporting event like football, cricket or tennis with a TAB agency in your workplace | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 150. Betting on a sporting event with a TAB agency not in your workplace | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 151. Playing gaming machines in your workplace | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |
| 152. Playing gaming machines not in your workplace | _____ hours | _____ minutes | (each time) | <input type="checkbox"/> | |

153. Since working in a gaming venue, has your gambling generally decreased, increased or stayed about the same? (please tick one box)

- Decreased a lot
 Decreased a little
 Stayed about the same
 Increased a little
 Increased a lot

We'd now like to ask you the following questions about your gambling. Remember that this survey is anonymous, so please answer as honestly as you can. (please tick 1 box on each line)

- | | Never | Sometimes | Most of the time | Almost always |
|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| 154. Thinking about the past 12 months, how often have you bet more than you could really afford to lose?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 155. Thinking about the past 12 months, how often have you needed to gamble with larger amounts of money to get the same feeling of excitement?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 156. Thinking about the past 12 months, how often have you gone back another day to try to win back some of the money you lost?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 157. Thinking about the past 12 months, how often have you borrowed money or sold anything to get money to gamble?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 158. Thinking about the past 12 months, how often have you felt that you might have a problem with gambling?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 159. Thinking about the past 12 months, how often have people criticised your betting or told you that you had a gambling problem, regardless of whether or not you thought it was true?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 160. Thinking about the past 12 months, how often have you felt guilty about the way you gamble, or what happens when you gamble? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 161. Thinking about the past 12 months, how often has your gambling caused you any health problems, including stress or anxiety?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 162. Thinking about the past 12 months, how often has your gambling caused any financial problems for you or your household?..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

163. If you have any other comments you would like to make about gambling by gaming venue staff, please write them here. They will be read and taken into account.

THANK YOU!

Please return your completed questionnaire in one of the reply-paid envelopes to: Dr Nerilee Hing, Head, Centre for Gambling Education and Research, Southern Cross University, PO Box 157 Lismore NSW 2480

To obtain your \$20 StarCash voucher, please see the next page.

PLEASE TEAR OFF THIS PAGE FROM YOUR COMPLETED QUESTIONNAIRE AND RETURN IN A SEPARATE REPLY PAID ENVELOPE. THIS IS SO YOUR SURVEY RESPONSES REMAIN ANONYMOUS. THANK YOU!

CLAIM FOR \$20 STARCASH VOUCHER

Now that you have completed your survey questionnaire, please provide your details below and sign the certification so that we can send you your \$20 StarCash voucher. This voucher can be redeemed at any Caltex service station in Australia for petrol or other goods. Please allow up to 4 weeks to receive your voucher.

Name: _____

Mailing Address: _____

I certify that I have completed and returned my questionnaire and am therefore eligible to receive the \$20 StarCash voucher.

Signature: _____

ARE YOU WILLING TO PARTICIPATE IN A TELEPHONE INTERVIEW?

Would you be willing to participate in a telephone interview with the researcher (Nerilee Hing) at a mutually convenient time within the next two months? We will give you **another \$20 StarCash Voucher** to reimburse you for your interview time. The interview will last about 20 minutes and ask you about access to gambling by staff who work in gaming venues. The interview will be reported anonymously. That is, your name will not be recorded on your interview, nor will your name or any other identifying information be recorded in our research report. The interview data will be handled only by the researchers at Southern Cross University and will not be accessible by your employer or anyone else.

If you would like to participate in a telephone interview, please tick the appropriate box and write your telephone number below. We will contact you to arrange a suitable time for the interview.

I am willing to participate in a telephone interview **Yes** **No**

Telephone number: _____

Appendix B

ClubsVIC wishes to advise its member clubs of a new research project funded by the Victorian Office of Gaming and Racing through its Gambling Research Grants Program and conducted by the Centre for Gambling Education and Research at Southern Cross University.

The research aims to test any link between accessibility to gambling and gambling behaviour by comparing these amongst three groups of people – gaming venue staff who can gamble in their workplace during time off, gaming venue staff who cannot gamble in their workplace, and the general population of Victoria.

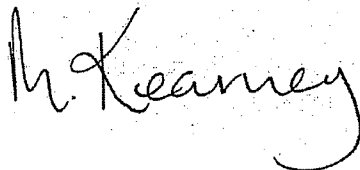
We are seeking your assistance with this project, which involves a survey of staff working in Victorian clubs, hotels and Crown Casino. You can assist by distributing the enclosed surveys to some of your staff according to the instructions provided, and by encouraging these staff to complete and return the survey to the researchers.

ClubsVIC is supporting this research which helps to demonstrate the community club sector's commitment to responsible gambling. We encourage you to participate.

Please be assured that the surveys are anonymous and do not ask for the names of participating venues or employees.

Should you have any questions about the research, contact details of the researchers are provided on the enclosed information.

Yours sincerely,
ClubsVIC



Margaret Kearney
Executive Director

22 November 2007

Dear Venue Manager

Tabcorp would like to encourage your assistance with a new research project funded by the Victorian Office of Gaming and Racing through its Gambling Research Grants Program, and conducted by the Centre for Gambling Education and Research at Southern Cross University.

The research aims to test any link between accessibility to gambling and gambling behaviour by comparing these amongst three groups of people – gaming venue staff who can gamble in their workplace during time off, gaming venue staff who cannot gamble in their workplace, and the general population of Victoria. We are asking for your assistance with this project, which involves a survey of staff working in clubs, hotels and the casino in Victoria.



Tabcorp
Holdings Limited

5 Bowen Crescent
Melbourne VIC
Australia 3004

GPO Box 1943
Melbourne VIC
Australia 3001

Tel 61 3 9868 2100
Fax 61 3 9868 2300

www.tabcorp.com.au
ABN 66 063 780 709

Assisting this research project is simple. Enclosed in this envelope, you will find three copies of the survey, with reply-paid envelopes attached. **Can you please ask and encourage three of your staff to complete and return the survey? While you, as venue manager, can decide which of your employees you ask, it would be good to have 1 employee working directly in gaming, 1 other front-of-house employee and 1 back-of-house employee.** This will help to gather responses from staff in a range of positions. However, if this is not possible, then it is still appropriate for any three of your staff to complete the survey.

The survey is anonymous and does not ask for the employee's name or the venue's name. The surveys will be handled only by the Centre for Gambling Education and Research and will **not** be accessible by the Victorian Government, Tabcorp, industry associations, or any other people or organisations. The survey results will be summarised in a research report for the Victorian Office of Gaming and Racing and may be disseminated more widely with their permission.

The Centre for Gambling Education and Research greatly appreciates your assistance with this project and looks forward to receiving **completed surveys from 3 of your employees**. Should you have any questions or require more details, please contact the Project Manager, Associate Professor Nerilee Hing, Head of the Centre for Gambling Education and Research - by email: nerilee.hing@scu.edu.au or phone: 02 66 203928 or at Southern Cross University, PO Box 157 Lismore NSW 2480.

Tabcorp encourages venues to assist this research. We believe this is important research which helps to demonstrate the industry's commitment to responsible gambling.

Yours sincerely


Leigh Barrett
Responsible Gaming Manager



Dear Venue Manager

The Centre for Gambling Education and Research at Southern Cross University, on behalf of the Victorian Office of Gaming and Racing, is conducting some research into accessibility to gambling. Tattersall's supports this research and we encourage your involvement.

The research aims to test any link between accessibility to gambling and gambling behaviour by comparing these amongst three groups of people – gaming venue staff who are permitted to gamble in their workplace during time off, gaming venue staff who are not permitted to gamble in their workplace, and the general population of Victoria. Staff who work in gaming pubs and clubs and the casino are being asked to complete a survey.

Assisting this research project is simple. Enclosed in this envelope, you will find three copies of the survey, with reply-paid envelopes attached. **Please encourage three of your staff to complete and return the survey. Ideally you would get responses from 1 employee working directly in gaming, 1 other front-of-house employee and 1 back-of-house employee.** This will help to gather responses from staff in a range of positions. However, if this is not possible, then it is still appropriate for any three of your staff to complete the survey.

This anonymous survey will be handled only by the Centre for Gambling Education and Research and will **not** be accessible by the Victorian Government, Tattersall's, industry associations or any other people or organisations. The survey results will be summarised in a research report for the Victorian Office of Gaming and Racing and may be disseminated more widely at their discretion.

Should you have any questions or require more details, please contact the Project Manager, Associate Professor Nerilee Hing, Head of the Centre for Gambling Education and Research - by email: nerilee.hing@scu.edu.au or phone: 02 66 203928 or at Southern Cross University, PO Box 157 Lismore NSW 2480.

The Tattersall's contact for this project is Andrew Birks, Manager – Responsible Gambling. He can be contacted on 8517 7248 if you have any questions about Tattersall's involvement.

Tattersall's encourages venues to assist this research as a demonstration of the industry's commitment to responsible gambling.

Yours sincerely



Frank Makryllos
Chief Executive Officer
Tatts Pokies

Tattersall's Gaming Pty Ltd

ABN. 14 081 925 680

615 St. Kilda Road, Melbourne, Victoria, 3004, Australia. Locked Bag 888, St Kilda Road Central, Melbourne, Victoria, 8008, Australia

Tel: 61 3 8517 7777 Fax: 61 3 8517 7472

www.tattersalls.com.au

Appendix C

STAFF INTERVIEW SCHEDULE

FOR ALL RESPONDENTS

Introduction

Thanks for returning your survey and for agreeing to participate in an interview. As you know, the research project is about whether working in a gaming venue influences staff accessibility to gambling, and whether this accessibility then influences their gambling behaviour. This telephone interview should last about 20 minutes. Please be assured your name or your venue's name will not be attached to any data we report – it is all anonymous. There are no right or wrong answers –we are just seeking your opinions, based on your experience of working in a gaming venue.

Ask permission to tape interview.

1. Can you please briefly tell us what experience you have had working in gaming venues

Type of venue(s)

Your position(s)

Length of employment

2. Can you please tell us a little about your workplace and its gaming facilities?

Is it a pub or club?

About how many gaming machines does it have?

Does it have a TAB and keno facilities?

3. Staffing in your current venue

About how many staff work in your venue?

4. Policies on staff gambling in your workplace

What are the rules or restrictions around staff being able to gamble in your venue?

IF YES, STAFF CAN GAMBLE IN THEIR WORKPLACE...

5. Staff gambling in the workplace

Do you know or are you able to comment on whether many staff gamble in your workplace?
About how many or what proportion of staff would do this?
What do they usually gamble on?

I'd now like to ask you some questions about why some staff choose to gamble in their workplace, as opposed to going to a different venue to gamble.

6. Convenient access/proximity to gambling

From your experience, do you think that this convenient access to gambling, its proximity in the workplace, influences staff to gamble in their own workplace? Why?

7. Familiarity with their own venue

From your experience, do you think that being familiar with and possibly comfortable in their own gaming environment influences staff to gamble in their own workplace? Why?
(Prompts: feel socially accepted, know or like certain machines)

8. Safety and security

From your experience, do you think that the safety and security of staying within your workplace, rather than going elsewhere, influences staff to gamble in their own workplace? Why?

9. Knowing other staff

From your experience, do you think that knowing other staff in the venue influences staff to gamble in their own workplace? Why?
(Prompts: social interaction, better service, staff gamble together)

10. Knowing other patrons

From your experience, do you think that knowing patrons influences staff to gamble in their own workplace? Why?
(Prompts: social interaction, staff gamble with patrons)

11. Shiftwork

From your experience, do you think that shiftwork influences staff to gamble in their own workplace? Why?
(Prompts: only place open, split shifts, gamble while having a drink after work to unwind)

I'd now like to ask you some questions about other aspects of working in a gaming venue and how this might influence staff in their own gambling in general, not necessarily in their workplace.

12. Shiftwork

Going back to shiftwork again, do you think that shiftwork influences whether staff gamble at other venues? Why?
(Prompts: restricts other leisure opportunities, only gaming venues open after shifts)

13. Knowledge and familiarity with gambling

From your experience, do you think the increased knowledge and familiarity with gambling that staff generally have influence their own gambling behaviour? Why?
(Prompts: understand how it works, inside knowledge)

14. Normalisation of gambling

From your experience, do you think that gambling becomes normalised for staff (i.e. they are more likely to see gambling as a good or acceptable pastime) and that this influences their own gambling behaviour? Why?

15. Fellow employees

From your experience, do you think fellow employees influence the gambling behaviour of venue staff? Why?

(Prompts: gamble together, share hot tips, encourage or discourage each other)

16. Financial circumstances

From your experience, do you think the financial status or income of gaming venue staff influences their own gambling behaviour? Why?

17. Any other comments

Are there any other aspects of working in a gaming venue that you think influence the accessibility staff have to gambling?

Are there any other aspects of working in a gaming venue that you think either encourage or discourage staff from gambling?

IF NO, STAFF CANNOT GAMBLE IN THEIR WORKPLACE...

5. Staff gambling outside the workplace

Do you know or are you able to comment on whether many staff gamble outside the workplace?
About how many or what proportion of staff would do this?
What do they usually gamble on?

I'd now like to ask you some questions about various aspects of working in a gaming venue and how this might influence staff in their own gambling.

6. Convenient access/proximity to gambling

Are there gaming venues near to your workplace where staff could conveniently go to gamble?
From your experience, do you think that that this convenient access, its proximity to your workplace, influences staff to gamble before or after work? Why?

7. Familiarity with the gaming environment

From your experience, do you think that being familiar with the gaming environment influences the gambling behaviour of venue staff? Why?
(Prompts: feel comfortable, feel socially accepted, know or like certain machines)

8. Knowledge and familiarity with gambling

From your experience, do you think the increased knowledge and familiarity with gambling that staff generally have influence their own gambling behaviour? Why?
(Prompts: understand how it works, inside knowledge)

9. Normalisation of gambling

From your experience, do you think that gambling becomes normalised for staff (i.e. they are more likely to see gambling as a good or acceptable pastime) and that this influences their own gambling behaviour? Why?

10. Fellow employees

From your experience, do you think fellow employees influence the gambling behaviour of venue staff? Why?
(Prompts: gamble together, share hot tips, encourage or discourage each other)

11. Shiftwork

From your experience, do you think that shiftwork influences the gambling behaviour of venue staff? Why?
(Prompts: restricts other leisure opportunities, only gaming venues open after shifts)

12. Financial circumstances

From your experience, do you think the financial status or income of gaming venue staff influences their own gambling behaviour? Why?

13. Any other comments

Are there any other aspects of working in a gaming venue that you think influence the accessibility staff have to gambling?

Are there any other aspects of working in a gaming venue that you think either encourage or discourage staff from gambling?

Appendix D

ADDITIONAL COMMENTS FROM THE SURVEY

I hardly ever gamble. Seems a waste of my hard earned money. Would rather go to the theatre etc. when I socialise I want to engage in conversation and would choose not to go to a casino gaming venue. I find them too noisy and glitzy.

Sorry I couldn't be more helpful. I am not someone who has ever gambled and luckily never will. I believe gambling destroys lives and families. Its not my thing.

In many venues, owners play machines stating that they are not on duty when they are there to do bookwork etc.

Gaming staff need to accept patrons for who they are, and not comment on large wins and hang around patrons for personal gain (tips).

The last 5 questions of section 2 were hard to answer. They would only change if it became a regular thing. If it was it would be extremely difficult. If I was interested in playing, it wouldn't be too hard to find, but I'm not really interested in them.

Generally I find the gaming staff I manage don't play as often now they work in the industry. They don't find it relaxing as they work with them.

It should never happen in a venue where they work.

It would be my firm belief that your survey is aimed in the wrong direction and should be more about gaming employee spouses and immediate family.

Gaming staff should all be aware that if you are not prepared to lose the money you gamble with then don't do it.

Don't play on poker machines, casinos. Play tatts lotto once a week.

I can understand how and why gaming staff can be enticed into playing gaming machines watching people win and lose money all day can make you think you could try and win too. I gamble every now and then to try the new games so I know what they do so I can explain them to my customers.

Shift workers find it hard when they have days off mid week and can't catch up with friends. I gamble mid week with my boyfriend just for something to do. Pokies are easy to find and are always open.

Working in a gaming venue has made no difference to my attitude to gambling.

Gaming venue staff either seem to play gaming machines to relieve stress, to have a bit of fun and I don't see too many who have a gambling problem. O didn't play at all until about 5 years after working with the machines. But I only see it as a bit of fun, entertainment and de-stressor. It also helps to understand the multitude of reasons why people play gaming machines. People with addictive natures should not play gaming machines, neither should people without self control.

To me it doesn't really look good if you gamble a lot as it could mean they are 'chasing a dollar' and if money goes missing when working, employers would tend to look at staff who had problems playing the machines first.

Legislation should be that employees who hold a gaming licence are prohibited from playing machines within their own workplace at all times.

Being able to gamble in your own venue is good because you're less likely to spend more than you would at a venue where you are not known to the staff. Also patrons would rather see staff playing in their own venue rather than another because you're seen to be supporting your place of employment and if you lose they can see that the machines are not rigged or that staff don't have control over which machines are paying or not paying.

I would not employ a person with a gambling problem in any venue I have a say in hiring.

I believe you shouldn't be allowed to gamble in your work venue.

Because of the returns to owners most staff are poorly paid and this need to be addressed. The weekly pay should be increased by around 25%.

Working in a gaming venue has helped me understand it really is just luck.

As you don't have much of a social life due to working weekends and nights, you become friendly with regular customers which tends to make you come in to see someone for companion or friendship and play gaming machines whilst you are there.

None of our gaming staff gamble much. Myself, only after playing golf with some of the other golfers. I don't really like to see staff gambling in own venue but particularly not when in uniform.

Gambling is a choice and in some people it becomes addictive, but not always. A lot of people gamble for relaxation and social content.

I think staff should be allowed to play at all in their own venue. When I first started back in 1996, the jackpot was at \$4497.00 and a staff member finished, jumped on a machine and won. Wow, what great customer relations!

I don't believe it's a problem. I'm not a gambling person as such I bet on my dogs and the Melbourne cup. That's about it. I have never played a machine in my workplace.

Whilst I love betting on the horses, I feel that working in gaming venues has turned me right off poker machines.

Not allowed.

Seeing as I know the odds are always against the gambler, I have never felt an attraction to gambling. I only ever bet on poker machines socially and all I spend is whatever loose change I have in my pocket. I really get no thrill or excitement from it. I think working in the industry also decreases my enthusiasm for it.

Gambling is only a problem if its not controlled.

I believe poker should be legalised similar to bingo to allow people to play in pubs/clubs for money as poker is a social game, not a gambling product.

No staff gamble whilst working. It only happens on days off, and then only moderately.

The gaming staff don't gamble.

Employees should only be allowed to gamble on days off work if they wish. I would prefer staff to spend money in own venue. As long as it's responsibly.

Venue gaming staff seemed to be very responsible when it comes to them participating in gambling.

I do not like staff betting/gambling at the venue they work at. I do not believe that it looks right. I would be affected if I thought a work colleague had an issue with gambling.

Being active in a gaming venue I see some people over indulging in gambling overall most patrons are reasonably sensible hoping to win. I myself enjoy playing the poker machines at a couple of venues. I think being involved with gaming machines has encouraged my playing more than I probably would have if I didn't work with them but not to a stage of addiction. Working in hospitality all different hours doesn't give a person a great outlet for different entertainment but is enjoyable work meeting a lot of people you would normally not meet.

The hospitality industry is a huge industry that puts up with a lot of threats, abuse etc, which in turn doesn't pay enough. With the turnover of machines you would think staff would be looked after considering staff safety as well is at threat regularly.

People have to take responsibility for their own actions.

Basically I like to bet on the horses or dogs on an infrequent basis. This is just a social outlet for me which I feel I have well in control. After working in gaming venues I have no interest in the other forms of gambling.

Gaming staff constantly around gambling are at risk of developing gambling problems if the venue is not strict about enforcing no gambling policies. Also they need source info to deal with problems without getting the employer or gaming commission involved.

We are able to play our machines after work but now are not allowed to play 1 hour after work and not in uniform. Sometimes I used to relax about ½ hour after work, just having a play, just to wind down.

Working in a gaming venue puts me off playing them.

I would not like to see a work colleague playing gaming machines on a regular basis. I would prefer to not know if a work mate has a gambling problem for the sake of equal recognition and treatment. Not being permitted to play where you work is a great rule to have in place.

Working in a gaming venue has shown me ups and downs of a typical gambler. For this reason I should know that the likelihood of winning is a lot less than losing. But I find myself gambling a lot more. Mostly I gamble out of boredom when I finish work late at night.

Since I have worked in gaming I have no interest at all in gambling.

I am not a gambler. Working in a venue with easy access to gambling I feel is a deterrent. I see gambling as a sign of weakness and don't like to see the gambling addicts.

I don't think there is a problem with gaming venue staff gambling in their venue as long as it is a day off. Not after or during a shift.

I find working in a gaming venue opens your eyes up to just how many people are losing hundreds to thousands of dollars each day and that really deters you from even going on them for fun.

It is interesting watching many peoples gambling habits evolve and escalate, as mine did. I stopped because whilst I could afford it my money could be better spent elsewhere and I was losing more money than what I was comfortable with. I had no stop button. I now no longer touch poker machines. I don't even like the feeling I get if I lose \$20. I believe that some of my work colleagues have developed gambling habits and the fact that we work and are allowed to play in our venue after work shifts, aids and abets their habits. They gamble more frequently than what they may if they did not work in a gaming venue.

Working in the gaming industry employees who deal with gamblers should get paid a lot more than we get. When people don't win, they are not happy.

If a person is of an addictive nature they will access whatever their addiction or swap it for another.

9am to 2pm is enough gambling for public. Graveyard shifts are a mess.

In my venue there is over 60 staff members and only 3 of them actually gamble.

Venue staff playing gaming machines in their own workplace all the time does not look good for business.

Gaming staff should not be allowed to gamble in their own venue.

I can't believe how many people that work in this industry who play bingo or gaming machines for recreation. I couldn't think of anything worse after 10 hour days in a venue, watching people lose their money and tempers all the time.

Not many of our gaming staff have any interest in gambling. We know the odds.

I think staff should not be aloud to play (gamble) in their own venues. Not before work or after work. It should be banned.

I think working in a gaming venue can have an effect on some people, who may not have had a problem to begin with. You see people winning, you are cashing their tickets, not many people tell you how much they have lost.

I only play the machines when I go to visit my mum who lives in NSW. Staff should not be allowed to play machines in the venue they work at. It sends a wrong message to the regulars that come in.

You get to meet other staff from different venues – easier transition from work place to work place when you already know the staff

Pokie venues are too easy to get to because there are too many but I guess that's why I have a job.

It should be much easier to access gambling help programs for hospitality workers. There are many people that work with gaming machines I know that probably spend more than they can afford/

Early in career (my gambling) increased a lot then I steadied out to what I could afford. Now just gamble when socialising. I have been in the industry a long time and I have seen staff members with gambling problems and other that don't even play them (pokie machines). But I don't know anyone that hasn't gambled on something. Gaming staff should do a course or

be told what gambling can do to families. I believe they don't see themselves as they see customers with problems. In the last 12 months I have no problems with gambling but my answers would have been very different 5 years ago.

As I have been on maternity leave for the last 12 months or so I do not gamble as much as I used to. Before this I would say that working with gaming machines does make it very easy to fall into the habit of playing them on your free time.

People that work in a gaming venue should be banned completely from gambling on the premises.

Some co-workers tell me they gamble outside the workplace. I feel it could cause addiction being around them all the time. Will power plays a huge part.

I think when we are not on duty, we should be able to patronise our place of work. We are not permitted at any time to gamble at our place of work or to be in the company of any of our family members while they gamble which means that we all go elsewhere to eat and have a night out, taking the revenue away from our own club.

When gaming machines first came in I was living at home with my parents and doing most of my wages in machines but when I wanted to buy my own home I soon woke up to myself.

Don't gamble, never have, never will. It is not a problem with the people I work with.

Most venues are still open when some gaming venues have closed, if you feel like going out for a beer when you finish work only gaming venue bars are open so that's where they go.

After working with gaming machines for so long and the seeing the same faces everyday losing money, I don't play at all except odd occasions on holidays etc.

I have a real problem with people from other venue's who have gambling problems. Eg: assistant managers from other venues. It makes things a bit stressful.

From a personal point of view since moving from a venue that was almost solely TAB to a venue that has both TAB and gaming machines, my interest in gaming machines has dropped right off whilst my interest in horse racing has remained the same as it has always been stemmed from my work in a racing stable at 17.

Problem gambling can be an issue for gaming staff, just as it can for the broader society. Our venue has implemented procedures to minimise the potential for our staff to develop gambling problems. All staff are unable to gamble until 30 mins after their shift ends and not in uniform.

Some gaming venues are open for 20 hours a day. In my opinion I feel this is too long. Some venues close at 5 am 7 days a week. Shopping centres don't even stay open that long and closing Sunday to Thursday would be better for both staff and patrons and perhaps 3am Friday and Sat.

There is a gaming staff member I know who has a problem with gambling but she will never admit to it.

Believe there should be more giveaways in venue such as jackpot etc to ensure the customer is rewarded.

I can't believe how many people that work in this industry who play bingo or gaming machines for recreation. I couldn't think of anything worse after 10 hr days in a venue, watching people lose their money and tempers all the time.

I do believe that a few gaming venue staff get quite involved, I get quite excited when a patron is having a really good win on a gaming machine and that. This sometimes causes them to go to a venue themselves even though they can't afford it. They think that they will also have that big win.

Many thanks....I work with people who have a gambling problem; unfortunately / fortunately we all have choices. Sorry but often the staff with problems don't want to be known or acknowledge they have problem. It would be a good idea for every staff member to undergo a quiz or test to see whether they are suitable for positions in gaming / gambling.

Does not really interest me. Seeing people gambling for hours on end or lose money, probably discourages me from gambling. I only really play machines if I go with my friends to a venue.

Working in venues I've seen people from all walks of life and socio-economic groups develop addictions. I would estimate 80% of my customers have addictions to the poker machines. Even myself with the knowledge of the % of payouts is still stupid enough to put money in them. To make the problem worse most venues have reward system to encourage players to gamble. In my opinion if pokies were there for enjoyment not just for revenue raising the max bet should be dropped to \$5 and the % back to the customers raised.

I am not a gambler. I bet on horses once a year at which ever race meet I go to during the Melbourne cup and limit myself to \$50. I play keno once a year when I am on holidays and limit my spending to \$10. I never play poker machines but while I was on holidays this year I was extremely bored and played with \$20 and it lasted 2 hours. I find it extremely depressing working in the gaming room/tab – I have learnt from others' mistakes – it's not worth it. Good luck with your study.