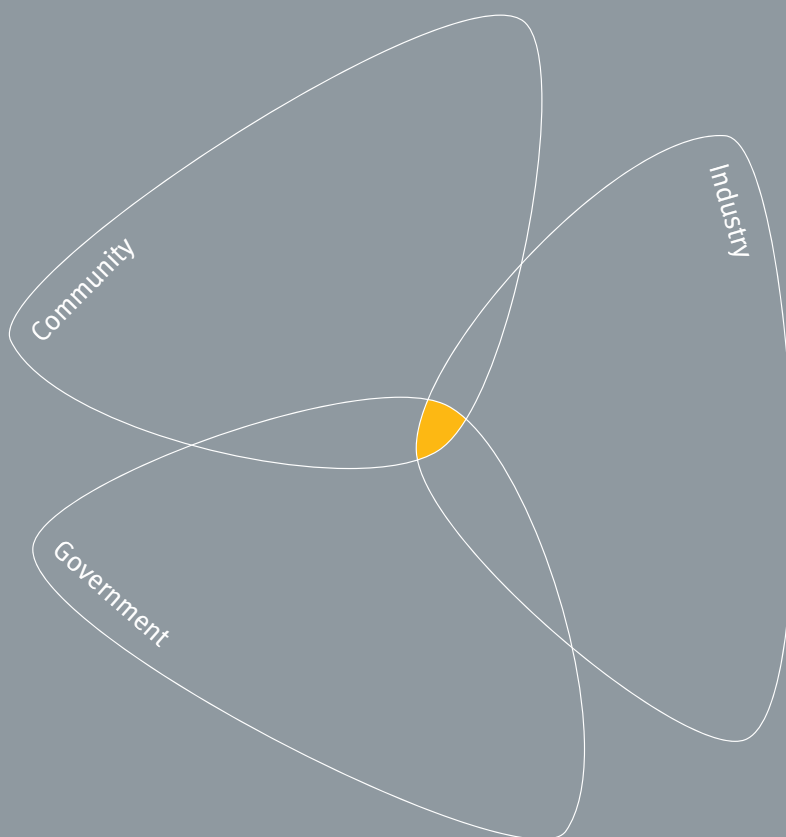




2005

Responsible Gambling Advisory Committee



community

industry

government

working together to achieve

responsible gambling



*Launch, April 2005, of the
Responsible Gambling
Community Awareness Campaign*

From left:

Barry Sheehan
Chair RGAC and Director,
Centacare Catholic Family
Services, Townsville

Michael Sarquis
Acting Executive Director,
Queensland Office of Gaming
Regulation

Bill Thorburn
Chief Executive, Golden Casket
Lottery Corporation Limited

Andrew Davis
Chief Executive Officer,
Relationships Australia (Qld) Inc.

Nick Xynias
Honourary President,
Ethics Community Council of
Queensland

Alan Taylor
Treasurer,
Queensland Council of Social
Service Inc.

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Message from the Chair and Deputy Chair



Barry Sheehan Chair



Xavier Walsh Deputy Chair

On behalf of members of the Responsible Gambling Advisory Committee (RGAC), we are pleased to present the RGAC report for 2005 to the Honourable Anna Bligh, Deputy Premier, Treasurer and Minister for State Development, Trade and Innovation.

In 2005 the RGAC's partnership between community, industry and government agencies continued in its cornerstone role of the ongoing implementation of the Government's *Queensland Responsible Gambling Strategy*. An important example of this role was our participation in the *Phase Two Review of the Responsible Gambling Code of Practice*.

Two other examples of the RGAC contribution to improving Queensland's responsible gambling environment were the launch by the Minister, at the December 2005 RGAC meeting, of the *Queensland Responsible Gambling Code of Practice Industry Training Kit* and the distribution of the RGAC's *Queensland Responsible Gambling Advertising and Promotions Guideline* to gambling providers.

The RGAC supported the launch of the *Queensland Responsible Gambling Community Awareness Campaign* in April 2005 and following a positive evaluation of the campaign, wrote to the Minister seeking an extension of the campaign.

Following the success of its regional meetings and forums in Townsville (2002), Toowoomba (2003) and the Gold Coast (2004), the RGAC held its 2005 regional meeting and Community Services and Industry Forum in Cairns. The regional meeting and forum proved successful at demonstrating the RGAC model and encouraging the development of a community, industry and government agencies' partnership approach to improving the responsible gambling environment in northern Queensland.

In addition to these achievements, the RGAC continued to fulfil its advisory and consultation roles in relation to other important responsible gambling initiatives including improvements in the Gambling Help Services Network and the Responsible Gambling Research Grants Program.

The RGAC was pleased to note the passage, during 2005, of legislation necessary to implement the Exclusion Model developed through the RGAC process.

The successes of 2005 could not have been achieved without the continued support we have received from the Queensland Office of Gaming Regulation (QOGR). We thank QOGR for its support for the RGAC process through the Secretariat and its work implementing responsible gambling projects.

The RGAC looks forward to continuing its positive association with the Minister in its roles of progressing the *Queensland Responsible Gambling Strategy*, providing advice to the Minister and ensuring the RGAC remains an important forum for the exchange of information and views about gambling.

Barry Sheehan
Chair

Xavier Walsh
Deputy Chair

Our vision and values

Our vision

Community, industry and Government working together to achieve responsible gambling.

Our values

Our members often bring diverse points of view about issues to the committee. The following values underpin the ways in which we are able to deal with conflict and work together: integrity, collaboration and excellence.

Integrity

Our commitment to integrity is demonstrated by:

- articulating differences of opinion
- respecting diversity of views
- striving to understand different perspectives
- declaring conflicts of interest
- maintaining agreed levels of confidentiality
- building an environment of honesty, trust and openness
- working ethically.

Collaboration

Our commitment to collaboration is demonstrated by:

- developing proactive partnerships to achieve agreed outcomes
- engaging in consultation beyond the Responsible Gambling Advisory Committee to build sustainable and productive partnerships
- willingness to share divergent views in a supportive environment
- members sharing relevant information about their organisations
- raising relevant issues by member organisations
- working towards negotiated positions
- implementing agreed decisions through members' organisational channels
- completing tasks in a professional and timely manner
- attending meetings, task groups and other related activities.

Excellence

Our commitment to excellence is demonstrated by:

- members informing each other about innovative practices
- participating in activities that may challenge existing practices
- anticipating emerging needs
- advocating for the Responsible Gambling Advisory Committee and its work
- using an evidence base to identify, develop and implement best practice for continuous improvement
- searching for new and innovative ways to achieve our goals
- promoting responsible gambling initiatives through members' organisational channels.



Our story

Who we are

In 1994, community sector and gambling industry representatives began meeting informally with the Department of Families, Youth and Community Care (now the Department of Communities) about the potential impacts of gambling on the community and industry.

These informal discussions, together with a recommendation from research into the social and economic impacts of gaming machines, paved the way to formally establish the Problem Gambling Advisory Committee, chaired by the Director-General, Department of Families, Youth and Community Care, in August 1996.

The Committee's name was changed to the Responsible Gambling Advisory Committee (RGAC) in 1998 to reflect its proactive approach to harm minimisation and its recognition that gambling is a leisure activity for many people although harmful effects may be experienced by a small proportion of the population.

The RGAC is a partnership between community, industry and government. Its membership includes gambling support providers, industry peak bodies, community groups and government agencies.

Since 2000, the RGAC has reported to the Treasurer of Queensland with the roles of Chair and Deputy Chair alternating between community sector and industry members. The RGAC provides advice through the Treasurer to the Queensland Government on minimising any negative impacts of gambling and developing a responsible gambling environment.

The RGAC is recognised in the *Queensland Responsible Gambling Strategy* as being the cornerstone of the Queensland Government's approach to responsible gambling and a primary source of advice on emerging social concerns associated with gambling in Queensland.

Our successes

Over the past nine years community, industry and government representatives have worked together on the RGAC to help achieve responsible approaches to gambling. During this period of time, the RGAC has contributed to many successes including:

- implementing the Gambling Help Line Pilot Project;
- contributing to the Review of Gaming and Green Paper that led to the development of the *Policy Direction for Gambling in Queensland*;
- progressing the Government's *Queensland Responsible Gambling Strategy*, particularly in relation to the *Queensland Responsible Gambling Code of Practice* (Code of Practice);
- supporting the implementation of the Code of Practice through the *Queensland Responsible Gambling Training Framework for Industry* and the *Queensland Responsible Gambling Code of Practice Industry Training Kit*; and
- developing, through the RGAC's working party process, the *Queensland Responsible Gambling Advertising and Promotions Guideline* and the new gambling exclusion environment which specifically encourages self-exclusion by those adversely affected by their gambling behaviour.

Our achievements for 2005

The Queensland Responsible Gambling Strategy

The *Queensland Responsible Gambling Strategy* (the Strategy) provides the framework for Queensland to develop and deliver responsible gambling initiatives in a planned and coordinated manner. During 2005, the Responsible Gambling Advisory Committee (RGAC) continued to progress the Strategy through its tripartite partnership approach.

Queensland Responsible Gambling Code of Practice - Review

The *Queensland Responsible Gambling Code of Practice* (the Code of Practice) is an important component of the Strategy. During 2005 the RGAC provided essential input into the Phase 2 review of implementing the Code of Practice.

An important part of implementing the Code of Practice is to ensure the *Queensland Responsible Gambling Resource Manual* (the Resource Manual) is amended so it is kept up to date. The Resource Manual is subdivided into each gambling industry sector. Each industry sector works with the Queensland Office of Gaming Regulation to keep its section of the Resource Manual up to date with examples that gambling providers can follow to maintain their commitment to the Code of Practice.

Queensland Responsible Gambling Advertising and Promotions Guideline

After successfully finalising the *Queensland Responsible Gambling Advertising and Promotions Guideline* (the Guideline) in 2004 to support the gambling industry in implementing Section 6 of the Code of Practice – ‘Advertising and Promotions’, the RGAC’s Advertising and Promotions Working Party followed a similar process during 2005 for Player Loyalty Programs.

The outcome of the process is intended to be a Guideline containing examples of acceptable and unacceptable practices relevant to Player Loyalty Programs for each gambling industry sector.

Exclusion model

Exclusion is the process of banning certain people from gambling. It is a key tool in preventing harm to those affected by problem gambling behaviour. The RGAC developed an exclusion model that was adopted by the Government.

The necessary amendments to legislation commenced on 1 May 2005. The RGAC is monitoring the operation of the new exclusion provisions.



Our achievements for 2005 *(Continued)*

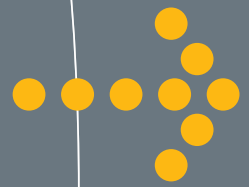
Responsible gambling research program

The responsible gambling research program is designed to improve knowledge of gambling activity and issues in Queensland and to explore effective prevention, protection and rehabilitation measures.

The Responsible Gambling Advisory Committee (RGAC) continued to provide valuable advice and feedback on research issues. These include the annual Responsible Gambling Research Grants Program and associated projects and the outcomes of research projects conducted by the Queensland Office of Gaming Regulation and the Office of Economic and Statistical Research, such as the Queensland Household Gambling Survey and Gaming Machine Industry Survey.

The findings of these surveys continue to inform RGAC members and other key stakeholders including the Government and the wider community when considering policy and providing advice about gambling issues.

Published survey reports are available on www.responsiblegambling.qld.gov.au.



Regional forum and meeting

The Responsible Gambling Advisory Committee (RGAC) is committed to ensuring its strategies take into account cultural diversity and the regional differences across the State. This commitment is demonstrated by holding a meeting and an associated Community Services and Industry Forum (the Forum) in a regional centre of Queensland each year.

In 2005, the regional meeting was held in Cairns. The organisations represented on the RGAC were encouraged to invite key local stakeholders to attend the meeting and to present the local perspective on responsible gambling issues.

The Forum was attended by more than 95 participants including representatives from Gambling Help services and gambling operators, Queensland Office of Gaming Regulation inspectors and RGAC members and observers.

At the Forum interaction between local stakeholders and RGAC members and observers was encouraged to:

- demonstrate the constructive RGAC consultative model to local community and industry representatives;
- provide RGAC members with the opportunity to gain a perspective of any regional differences in relation to responsible gambling issues;
- provide local stakeholders with perspectives on the RGAC's approach to issues previously identified by local stakeholders as being important local issues; and
- improve the RGAC's ability to advise the Treasurer in relation to the impact of regional differences on responsible gambling issues.



From left to right:

Janelle Houghton, Denise Law, Karyn Smith and Gary Gray



Regional forum and meeting *(Continued)*

The Forum began with a short presentation on the RGAC describing 'Who We Are, What We Do' and its vision 'community, industry and government working together to achieve responsible gambling'.

This was followed by a brief overview of previous regional RGAC forums and how they had encouraged Gambling Help services and gambling industry venues to better understand each others' perspectives and to build positive links with each other.

The overall theme of the Forum was to build links between community and industry representatives by comparing perspectives on the responsible gambling environment generally and on particular issues including the new exclusions regime.

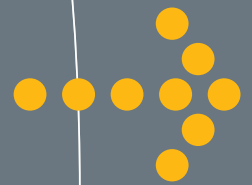
Discussion Groups

Attendees at the Forum were formed into small discussion groups each consisting of Gambling Help services, industry, RGAC members and Government representatives to discuss such issues as exclusions and the Responsible Gambling Code of Practice. A spokesperson from each group then reported back to the whole forum on the discussions.

It was agreed by participants the forum was successful in building positive links between stakeholders.



Discussion groups



Our members



Back row: (from left to right):

Dr Noel Preston, Penny Wilson, Chris Turnbull, Bill Thorburn, Alan Taylor, David Ford, Jim Stewart, Andrew Davis, Richard Rodgers, Nick Xynias, Penny Marshall. *Absent:* Jill Lang

Front row: (from left to right):

Barry Sheehan (Chair), Xavier Walsh (Deputy Chair)

Industry sector

Penny Wilson

Chief Executive, Clubs Queensland

Penny sits on a number of Government and industry committees. She is a member of the Australian Society of Association Executives and the Australian Institute of Company Directors. Clubs Queensland is the peak industry association representing the non-profit club industry sector. Clubs Queensland is also part of the national body, Clubs Australia and New Zealand.

Richard Rodgers

Group Retailing Manager, UNiTAB Limited

Richard is responsible for UNiTAB's retail network of agencies, PubTABs and ClubTABs throughout Queensland and has held management roles in the operations, retail offices, raceday control and on-course totalisator sections of the business.

Xavier Walsh

Chief Operating Officer, Conrad Treasury

Xavier is the Chief Operating Officer at Conrad Treasury Brisbane, owned by Tabcorp Holdings Limited. His previous roles within the Tabcorp organisation include General Manager Finance at Star City Casino, as well as roles within its Gaming and Corporate Development Divisions. Prior to joining Tabcorp Xavier worked for the Chartered Accounting firm of KPMG in its Melbourne office.

Bill Thorburn

Chief Executive, Golden Casket Lottery Corporation Limited

Bill joined Golden Casket nine years ago, after some 13 years at the Queensland TAB, the privatised wagering enterprise now known as UNiTAB. Bill represents the lottery industry on the RGAC. He has been involved with the RGAC since its inception.

Jim Stewart

State President, Queensland Hotels Association (QHA)

Jim has been the State President of the QHA since 1991. He has previously served as the National President of the Australian Hotels Association (AHA), Chairman of the Host Super Board and on the Boards of WorkCover Queensland, QCCI, Birch Carroll and Coyle Ltd, Alcohol and Drug Foundation, Federal Government Tourism Forecasting Council and the Gaming Machine Community Benefit Fund. Jim has been honoured with Life Membership of the AHA and QHA and was awarded a Centenary Medal for services to his industry.



Our members *(Continued)*

Community sector

Barry Sheehan

Director, Centacare Catholic Family Services, Townsville

Barry represents the Gambling Help Services Directors Network in regional Queensland. Centacare auspices Gambling Help services in the Townsville and Mt Isa areas. Barry is a member of the Australian Psychological Society. He is a strong advocate of industry, government and community sectors working together on a practical and grass roots level and has research interests in this area, including risk indicators for people with problem gambling.

Alan Taylor

Treasurer, Queensland Council of Social Service Inc.

Alan is a former State Chairman of The Institute of Chartered Accountants in Australia for more than twenty years. He was an Official Liquidator and a Trustee in Bankruptcy. Alan is a member of St. Vincent de Paul Budget Counselling Committee.

Andrew Davis

Chief Executive Officer, Relationships Australia (Qld) Inc.

Andrew has been Chief Executive Officer of Relationships Australia Queensland Inc. (RAQ) since April 2003. RAQ auspices seven regional Gambling Help services. Previously Andrew was Executive Director, Policy, in the Department of Families for four years. This has given him the rare opportunity of seeing different perspectives, firstly as a government representative, then as a service provider representative to the RGAC. Andrew has broad experience in human services management (covering child, family and community welfare services, health and education). He has worked in three States for various governments at senior executive level and has held Chief Executive Officer positions in several government, not-for-profit and private organisations.

Dr Noel Preston AM

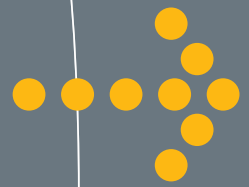
Heads of Churches

Noel is an ethicist, author, retired Uniting Church minister, and Adjunct Professor at Griffith University in the Key Centre for Ethics, Law Justice and Governance.

Nick Xynias

Ethnic Communities Council of Queensland

Nick is Honorary President of the Federation of Ethnic Communities' Council of Australia. He was instrumental in the establishment of Berlasco Court Caring Centre, the first specialised aged care facility in Queensland for people of all nationalities.



Government sector

David Ford

Deputy Under Treasurer, Queensland Treasury

David was appointed Deputy Under Treasurer in August 2005, following a period as Deputy Director-General in the Department of Tourism, Fair Trading and Wine Industry Development and a decade as Executive Director of the Queensland Office of Gaming Regulation within Queensland Treasury. He is an Associate Fellow of the Australian Institute of Management and a member of the Institute of Public Administration of Australia.

Jill Lang

Executive Director, Community Funding and Support Branch, Department of Communities

The role of the Executive Director includes aligning all departmental programs with government priorities, developing service responses and ensuring consistent service delivery. These services include: child care; seniors interests; services for young people; community safety and individual support. The Department of Communities administers funding of a number of Gambling Help services across Queensland, which provide counselling and support to people adversely affected by gambling.

Chris Turnbull

Acting Executive Director, Queensland Office of Gaming Regulation

Chris has worked with the Treasury Department for over 18 years in various roles including Executive Director of two Treasury departmental offices. The Queensland Office of Gaming Regulation regulates the operations of all legal forms of gambling in Queensland including casinos, gaming machines, keno, lotteries, interactive gambling, wagering and charitable gambling. Chris is a graduate of James Cook University with a background in financial management and policy development. In late 2005 Chris was appointed the Acting Executive Director for the Queensland Office of Gaming Regulation. He is a member of the Institute of Public Administration and an Associate Fellow of the Australian Institute of Management.

Penny Marshall

Director, Research and Community Engagement Division, Queensland Office of Gaming Regulation

Penny has been involved with the RGAC since 2002 and was appointed Director, Research and Community Engagement in 2005. Her responsibilities include supporting the RGAC in implementing the Queensland Responsible Gambling Strategy, directing the Government's gambling research program and managing the operations of the Gambling Community Benefit Fund.



Observer status

Community sectors

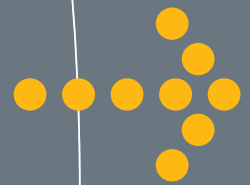
Gambling Help services	Paul Scully and Julia Arnold
Multicultural Gambling Concern Network	Lorella Piazzetta

Industry sectors

Casinos	Mary Marquass, David Banks and Pam Dobson
Clubs Queensland	Geoff Parker and Mukesh Prasad
Golden Casket Lottery Corporation Limited	Deirdra Leigh
Queensland Hotels Association	Michael Hudson, Justin McGurgan and Justin O'Connor

Government sectors

Department of Communities	Anne Kilner, Amy Raleigh and Michelle Hollywood
Queensland Office of Gaming Regulation	Denis Cowell, Barry Grimes, Linda Woo, Michael Sarquis and Anthea Derrington
RGAC Secretariat	Bruce Ames, Jane Reid and Barry Stubbersfield



Governance

The *Queensland Responsible Gambling Strategy* (the Strategy) includes promoting partnerships to address state-wide and local gambling issues and concerns. The Responsible Gambling Advisory Committee (RGAC) is recognised in the Strategy as the state-wide body bringing together diverse groups to achieve sustainable and responsible approaches to gambling. The RGAC process is supported by a Secretariat provided by the Research and Community Engagement Division of the Queensland Office of Gaming Regulation, a portfolio office of Queensland Treasury.

Terms of reference

The RGAC is an advisory body reporting to the Treasurer on strategies to minimise the negative impacts of gambling on Queenslanders and, responsible gambling issues. The RGAC *Terms of Reference and Operating Guidelines* specify its key functions are to:

- provide advice on:
 - emerging social concerns, and related economic issues, associated with problem gambling in Queensland;
 - the formulation and implementation of responsible gambling policies and initiatives to ensure a socially responsible industry;
 - the development and implementation of a comprehensive framework for responsible gambling programs focussing on prevention, community protection and rehabilitation;
 - research priorities to inform effective prevention, community protection and rehabilitation strategies.
- promote and monitor partnerships between the community, industry and government to address social concerns related to gambling; and
- provide a forum for the exchange of information and views between community, industry and government concerning issues relating to responsible gambling.

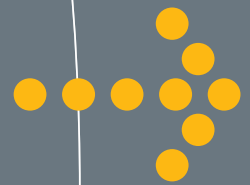
Working parties

During 2005 the Advertising and Promotions Working Party of the RGAC met as required.



Meeting attendance

Organisation	Meetings held	Meetings attended
Community sector		
Gambling Help Network (South-East Queensland) and Relationships Australia	4	4
Gambling Help Network (regional Queensland) and Centacare Catholic Family Services	4	4
Queensland Council of Social Service	4	4
Heads of Churches	4	3
Ethnic Communities Council of Queensland	4	4
Industry sector		
Conrad Casinos (owned and operated by Tabcorp Holdings Ltd)	4	4
Golden Casket Lottery Corporation Limited	4	4
Clubs Queensland	4	4
UNiTAB	4	4
Queensland Hotels Association	4	4
Government sector		
Department of Communities	4	4
Queensland Office of Gaming Regulation	4	4
Treasury Department	4	4



Year in review

Terms of reference

We set out to

Provide advice on:

- *Emerging social concerns, and related economic issues, associated with problem gambling in Queensland*
- *The formulation and implementation of responsible gambling policies and initiatives to ensure a socially responsible industry*
- *The development and implementation of a comprehensive framework for responsible gambling programs focusing on prevention, protection and rehabilitation.*

We have

Provided advice on and participated in implementing the Queensland Responsible Gambling Strategy, including the Queensland Responsible Gambling Code of Practice (the Code of Practice).

Participated in review of implementing the Code of Practice.

The initial publication of the Code of Practice, in 2002, was sub-titled “Trial and Review”, in recognition of the need to review the ongoing implementation of the Code of Practice.

As a result of the Phase 1 review participated in and endorsed by the Responsible Gambling Advisory Committee (RGAC), an amended Code of Practice was published and distributed to gambling providers in 2004.

During 2005, RGAC members were involved in revising the *Queensland Responsible Gambling Resource Manual* (the Resource Manual) used by gambling providers to implement the updated Code of Practice. In addition to the amendments to the Code of Practice, changes to the Resource Manual were necessary to reflect the new exclusion legislative changes.

Also during 2005 the RGAC played a key role, through focus groups conducted by an external consultant, in the Phase 2 review of implementing the Code of Practice. The outcomes of the focus groups included agreement that a cultural shift among stakeholders is making a significant contribution to minimising the harm caused by problem gambling.

Participated in implementing the new exclusion model

The necessary legislative changes to support the new exclusion model developed through the RGAC was enacted in 2004 and commenced in May 2005. The RGAC is monitoring the implementation of the exclusion regime.



Year in review *(Continued)*

Developed advertising and promotions guideline

The *Queensland Responsible Gambling Advertising and Promotions Guideline* (the Guideline) was finalised in 2004 by the Responsible Gambling Advisory Committee's (RGAC's) Advertising and Promotions Working Party to support the gambling industry in implementing Section 6 of the Queensland Responsible Gambling Code of Practice – 'Advertising and Promotions.'

The Guideline, which recognises that some practices apply to all sections of the industry while others apply only to particular sectors, was published in 2005. The Guideline contains an appendix where each industry has outlined examples of acceptable and unacceptable practices applicable to their industry.

During 2005 the RGAC's Advertising and Promotions Working Party began a similar process in relation to Player Loyalty Programs. It is intended this process will result in similar guidelines being developed and endorsed by the RGAC regarding the use of Player Loyalty Programs in the gambling industry.

Supported a framework to enhance the Gambling Help Service System

The RGAC continued to support the framework to enhance the Gambling Help Service System which was endorsed by the Department of Corrective Services, Department of Communities, Queensland Health and Queensland Treasury. The framework encompassed:

- concerns about the proportion of people in jail reporting problem gambling
- low percentage of males contacting gambling help
- opportunity to improve general practitioner referral rates
- possibility of industry input into the framework
- development of a branding identity which is consistent and integrates the components of the Gambling Help Service System.

Developed the Queensland Responsible Gambling Code of Practice Industry Training Kit

The RGAC strongly supported development of the *Queensland Responsible Gambling Code of Practice Industry Training Kit* (the Training Kit) to support the training of gambling venue personnel in responsible gambling issues.

The Training Kit was launched at the December 2005 RGAC meeting by the Honourable Anna Bligh MP, Deputy Premier, Treasurer and Minister for State Development, Trade and Innovation. The Training Kit, consisting of an In-house Workbook and DVD, will be distributed free of charge to all Queensland gambling providers.

Participated in launching the Responsible Gambling Community Awareness Campaign

The Responsible Gambling Advisory Committee (RGAC) participated in the launch of the Responsible Gambling Community Awareness Campaign (the Awareness Campaign) in April 2005. The Awareness Campaign is aimed at increasing awareness and education about the potential risks of gambling and responsible gambling protective measures based on an early intervention approach targeting low and moderate risk gamblers.

We set out to

Provide advice on research priorities to inform effective prevention, community protection and rehabilitation strategies.

We have

Participated in and provided advice on gambling research projects conducted as part of the Government's gambling research program.

The RGAC provided advice and support for research projects including the annual Responsible Gambling Research Grants Program, Queensland Gambling Household Survey, Queensland Survey of Operational Gaming Machine Sites, market research for the Responsible Gambling Communication Strategy and consumer protection measures.

We set out to

Promote and monitor partnerships between the community, industry and government to address social concerns related to gambling.

We have

- Collaborated with the Gambling Help Services Directors Network to support the implementation of the *Queensland Responsible Gambling Code of Practice* (Code of Practice).
- Provided community sector support to industry for implementation of the Code of Practice, including programs for understanding problem gambling issues, referrals for employee assistance, support for development of in-house policies and publications and support for critical incidence stress management.
- Supported partnerships with the Queensland Studies Authority and Education Queensland for the development of responsible gambling education materials for school children.



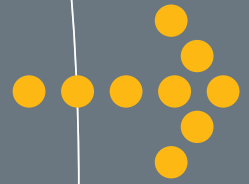
Year in review *(Continued)*

We set out to

Provide a forum for the exchange of information and views between the community, industry and government concerning issues relating to responsible gambling.

We have

- Maintained open communication to facilitate information sharing between community, industry and government sectors.
- Conducted Responsible Gambling Advisory Committee (RGAC) meetings within a partnership framework to ensure they are forums for dynamic information exchange.
- Held an RGAC forum and meeting in Cairns to promote local partnerships and to gain valuable insight into regional gambling issues.
- Developed pathways and protocols for dealing with gambling issues reported to the RGAC from a diverse range of sources.



Future challenges

The Responsible Gambling Advisory Committee (RGAC) is the primary body for providing advice on responsible gambling issues to the Government but it is recognised that the Government may seek advice elsewhere, including consideration of responsible gambling initiatives adopted in other jurisdictions.

The RGAC uses a process of developing one year and three year workplans to identify the medium and longer term issues and the outcomes it intends to deliver for each issue.

Our challenges

The RGAC uses its strengths and diversity of perspectives to build on its advisory role through consultation and implementation activities and to achieve positive outcomes for responsible gambling.

The RGAC faces two key challenges for 2006:

To continually improve the processes for progressing responsible gambling issues and to balance the provision of advice on the RGAC's intended outcomes with progressing those outcomes when members are back in their respective community, industry and government workplaces.

Our activities

Looking towards 2006, the RGAC will focus on the following activities to further progress the Government's *Queensland Responsible Gambling Strategy*.

- Continue implementation of the *Queensland Responsible Gambling Code of Practice* and the associated *Queensland Responsible Gambling Resource Manual* and training for industry.
- Monitor implementation of the new exclusion model so harm is minimised for those adversely affected by problem gambling behaviour.
- Monitor the uptake of the *Queensland Responsible Gambling Advertising and Promotions Guideline*.
- Monitor consumer protection initiatives including exclusion provisions, technological measures for harm minimisation, responsible gambling messages and the potential harm to individuals and communities arising from the use of gambling products.
- Develop community and targeted education strategies regarding information, awareness and responsibilities of individuals and groups.



Further information

Further information on the Responsible Gambling Advisory Committee is available on the responsible gambling website:
www.responsiblegambling.qld.gov.au

Contact:

RGAC Secretariat
Research and Community Engagement Division,
Queensland Office of Gaming Regulation
Phone: (07) 3224 2639
Facsimile: (07) 3237 1656
Email: rgac@treasury.qld.gov.au

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