

GAMBLERS HELP LINE INC.

PROPSALS SUBMITTED to the PRODUCTIVITY COMMISSION 27th JAN 1999.

SIGNAGE: All Clubs Pubs T.A.B. Casinos Newsagents to display electronic signage "*GAMBLING can be a WEALTH HAZARD*" with the toll free phone number included in the signage.

TICKETS: All T.A.B. Lottery (Lotto Scratchies Bingo) Keno Pools Tickets to have the same warnings printed on them.

FUNDING: All Gambling/Gaming operators should contribute to a Community Benefit Fund (*included find paper recommending ways of implementing these strategies.*) All funding applicants to be thoroughly scrutinised on their ability to perform, also if this fund is distributed as is now by Trustees they must not have a vested interest in any of the applicants.

The removal of all ATMs from the close proximity of all gambling outlets.

These proposals are suggested because in most Towns and Shopping centres gambling is now more accessible than alcohol, with opportunities offered by Clubs, Hotels, Newsagencies and TABs. At present there are no harm minimisation strategies in place for problem gamblers and their families.

The biggest gambling self help groups are non-political, so political lobbying by the club and hotel industry for increased gambling opportunities is unopposed by those concerned at the excesses of gambling in N.S.W.

Despite the N.S.W. club industry already operating more poker machines per head of population than any other State in the World, the Registered Clubs Association now plans to run its own candidates in the next State election. One can only imagine, for what agenda.

Licensed clubs are not publicly accountable in explaining or justifying how community-funding projects are selected or rejected. WHY NOT.

Licensed clubs and hotel operators are under no legal or industry obligation to approach or ban problem gamblers, or contact their family

The cashing of cheques and cash advances by clubs and hotels to stop.

GAMBLERS HELP LINE INC.

President: Mr Philip Thors.

Treasurer: Mr Wyn Janssen.

Secretary: Mr Jim Hickson.
5 Nannawilli Street,
BERKELEY N.S.W. 2506.
Phone:(02) 4271 2297

Secretary/Manager,
Thirroul Leagues Club.
Dear Sir/Madam.

It is with great enthusiasm that Gamblers Help Line and a number of Registered Clubs invite your Club to join with them in the Back on Track program,for problem gamblers and their families.

This program has been presented to the Club Industry after some 18 years of extensive exploration in this field.

As you will see by the included budget, that to set-up and run, the cost will be in the vicinity of \$40,000 per annum, so your involvement would be paramount for the success of this worthwhile cause,with all Clubs involved this would amount to less than \$3,000 per annum which could be offset by the Community Welfare levy (*if your club qualifys under the Community Development & support expenditure scheme*) as Gamblers Help Line comes under Category 1.of this scheme,even if your Club does not qualifiy Gamblers Help Line would like you to give this proposal due consideration.

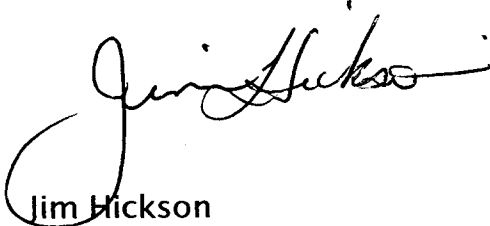
Included in this submission is a copy of Gamblers Help Line thoughts on the make-up of a Community Benefit Fund that shows that all which profit from gambling operations should contribute, this includes the recommendation Government pay a levy of 1 dollar for every 2 dollars the industry contributes,this is being pushed vigorously by Gamblers Help Line at the present Gaming Inquiry.

I know there will be negatives from some Clubs, but I implore all Managers to take this proposal to your Board of Directors with an open mind,and discuss it in a rational manner,if the Managers show they have an agenda for responsible gaming,this will then benefit both parties,as I am quite sure the Clubs association and all service providers should have a closer relationship, working to-gether for the betterment of our fellows.

So I plead with you to recognize our cry for help ,and form a responsible gaming program for the Club Industry, with the help of Gamblers Help Line.

Any financial donations, or of things in kind, no matter how insignificant it may-be to you, would be greatly appreciative by Gamblers Help Line.

Thanking you in anticipation,
Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jim Hickson', with a large, stylized initial 'J'.

Jim Hickson
Hon Sec Gamblers Help Line Inc.
30 th November 1998.

*" God grant me the serenity
to accept the things I cannot change
courage to change the things I can
and the wisdom to know the difference"*

Summary of Application.

To acquire office space and equipment that would include counselling rooms and the purchase and installation of required telecommunications for Gamblers Help Line team of trained counsellors.

In order to continue working with problem gamblers and their families, it is imperative that as responsible citizen we ensure that we provide a professional support network for clients and their families in the community that have a gambling problem.

It is proposed that this service would operate as a 24 hour service and would be in an environment more conducive than it is at present.

At present the Hon Sec utilises the facilities of his garage as an office and counselling rooms. Referrals are forth coming from many service organisations in the Illawarra, and creating a great strain on the resources. These facilities are some 12kms from the Central Business District of Wollongong, and public transport can become quite a problem for the client who is in a crisis situation when seeking help.

If funding was available an appropriate centre could be established that would enable clients to a variety of options, facilities for one on one counselling, group therapy and group activities also it is envisaged a resource and educational library be established to assist centre users including members of their families with information and support during their time of crisis.

Such a centre would greatly enhance the work of Gamblers Help Line and give it a profile in accordance with its responsibility.

This proposal is based on a realistic budget to provide a professional and comprehensive service for problem gamblers and their families. In co-ordinating estimates for office space, telecommunication networks and administration expenses, it is determined to find the most cost effective method of providing such a service. (All estimates are ball-park figures).

Wollongong is the most culturally diverse regional area in Australia and while there are a number of support networks available to people from a diverse cultural and linguistic backgrounds there is no service that is funded to deal with problem gamblers and their families from this target group within our community. Gamblers Help Line and its counsellors have assisted in solving the gambling problem of those who have been referred by many community associations. This has involved in overcoming linguistic difficulties, as well as cultural differences to gain a "win-win" outcome.

To date this service has been carried out on a voluntary basis with all costs and expenses coming out of the personal savings and income of the counsellors.

The future financial stability of Gamblers Help Line is guaranteed if this submission is successful as it has an infrastructure that will support the Management to cover all the running costs of Gamblers Help Line.

Mr Wyn Janssen, Treasurer of Gamblers Help Line, holds a Master of Business Administration (MBA) and is a Certified Practising Accountant, currently General Manager Finance and Administration of Metserv, a major industrial company and Past President of the Rotary Club of Illawarra Sunrise.

The Chairperson Mr Philip Thors, holds a Bachelor of Science and has extensive experience in all facets of small business management.

The 18 years of practical experience that counsellors Jim and Norma Hickson have in this unique arena of counselling, and in the helping profession is insurmountable.

Gamblers Help Line was formed with a Committee so as to seek funding through the Sydney Harbour Casino Community Benefit Fund.

The Charter of Gamblers Anonymous whom I have a close relationship with does not allow fund seeking.

Gamblers Help Line offers individual counselling, crisis counselling, advocacy in debt situations, and court representation and support where appropriate. The families of the problem gamblers are also given counselling and support.

The clientele are from a wide range of socio-economic backgrounds and are engaged in all forms of gambling, although electronic machines are now the most prolific source of addiction.

Some clients are still in employment and are married, others are unemployed and unattached the most common thing amongst the clientele is they are in a crisis situation and are desperate for help. For most, Gamblers Help Line is the final option, other approaches to treating the problem having failed. Feedback received from the clients is they have made a number of calls to agencies before they are eventually given the phone number of Gamblers Help Line.

Gamblers Help Line service has no catchment area and the clients are from a variety of localities, and as Gamblers Help Line is self supporting, all counselling sessions are carried out in the home of Jim and Norma Hickson or alternatively Jim and Norma go to the clients home, or meet them somewhere in between, including travelling as far afield as Bega, Batemans Bay, Nowra, Berry, Goulburn, Moss Vale, Bowral and throughout the Illawarra and Shellharbour areas.

Gamblers Help Line receives referrals from a range of agencies including Wollongong Lifeline, City Mission, Salvation Army, City Library, Community Services Departments, etc.

It is most alarming that 80% of the clientele have suicidal tendencies when they seek help and have been involved in domestic violence situations both physically and mentally.

Gamblers Help Line counsellors Jim and Norma Hickson have 18 years practical experience working closely with Gamblers Anonymous and Gam-Anon for 15 years and now 3 years with Gamblers Help Line.

This service is self-supporting and with more and more seeking help, Gamblers Help Line resources are completely exhausted and could possibly fold unless a sponsor can be found.

WHAT IS REQUIRED.

- * A Rehabilitation Centre for both In and Outpatients
- * Counselling rooms and Meeting rooms.
- * Services which provide support for problem gamblers and their families.
- * Workshops, Community Projects and Services.
- * Education to promote industry and community awareness of problem gambling and associated activities.

This will then give the clientele the opportunity to escape totally from their current situation while they address this insidious sickness.

GAMBLERS HELP LINE

President: Mr. Philip Thors
Treasurer: Mr Wyn Janssen

Secretary: Mr Jim Hickson
5 Nannawilli Street
BERKELEY NSW 2506
Ph (02) 427112297

PROPOSED BUDGET:

DETAILS

BUDGET FOR YEAR

Equipment or Proposed Program Costs

Rentals and Outgoings

Rental	\$20,000.00	
Electricity	800.00	
Integral Bond	1,000.00	
Telephone	1,200.00	
Postage	400.00	
		\$ 23,400.00

Insurances

Fire		
Burglary		
Public Liability		
Volunteer	600.00	\$ 600.00

Office Equipment

Furniture / Furnishing	9,170.00	
Amenities	660.00	\$ 9,830.00

Printing and Stationery

Printing of Stationery	700.00	
Stationery	400.00	\$1,100.00

Telecommunications

Commander Telephone System	3,350.00	
Installation	600.00	
Mobile Phone	800.00	\$5,250.00

ESTABLISHMENT BUDGET

\$40,180.00

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Break down of office Furniture and Fittings.

Furniture and Fittings:

2 Desks	800.00
1 Reception Desk	400.00
2x 2 Settee Couches	1,200.00
3 Office Chairs	540.00
6 Chairs	480.00
1 Table	200.00
1 Coffee Table	150.00
2 Lamps	300.00
2 Book Shelves	600.00
3 Filing Cabinets	900.00
1 Computer and software	3,600.00
	9,170.00

Amenities

1 Urn	100.00
1 Tea Set	40.00
1 Cutlery Set	20.00

Associated Items

Tea towels	
Towels, tea pot	
Detergents etc	200.00
Toilet Accessories	300.00

TOTAL AMOUNT \$9,830.00

Community Benefit Fund

The Casino Community Benefit Fund, as its name implies, is funded solely by the Casino.

Moneys paid into the fund are directed towards projects that:

- research the social and economic impact of gambling on individuals, their families and the general community;
- promote industry and community awareness of problem gambling;
- offer counselling services for problem gamblers and their families;
- offer treatment and rehabilitation services for problem gamblers and their families; and
- otherwise benefit the community generally.²²

For the financial year 1997, \$7.241 m was paid into the fund.

The Association makes the following recommendations regarding the fund and its usage.

1. The structure and purpose of the fund should be maintained. It is an important resource in tackling the issues of problem gambling and harm minimisation. At present, the Minister following recommendations from the trustees distributes grants from the fund. There has been some criticism of the way allocations are determined, and in particular in regard to the last focus as listed above. The Association does not share this critical view and believes that the general mission of the fund ought to remain unchanged.
2. The Association recommends that all gambling/gaming operators should contribute to the fund. The following ways of implementing such are put forward for consideration.

Under the provisions, \$23.4m would have been directed to projects involving "community welfare", "community development", "social services", and "employment assistance activities".

It is recommended that 30% of this levy be directed into the Casino Community Development Fund. On the base of the 1997 data, this would amount to \$7m in addition to the \$7.2m paid in by the Casino.

Hotels

It is also recommended that the Hotels pay a levy to the fund on exactly the same basis as clubs. The equivalent formula would be .35% of gaming machine profits for venues earning in excess of \$1m per year. On the base of data published for the quarter ended December 1997, the following estimates would obtain:

NSW Hotels Tax and Earnings Table

A Profit Range	B Hotels	C Machines	D Profit	E Base Duty	F Welfare Levy (Proposed)	G Welfare Levy as a per cent of Profit
<25K	310	1,163	3,584,408	537,661	-	-
25-100K	454	3,261	25,537,832	5,249,458	-	-
100-200K	299	3,157	43,284,132	10,073,533	-	-
200-300K	165	2,312	40,741,472	9,772,868	-	-
300-400K	103	1,631	35,903,520	8,718,380	-	-
400-500K	76	1,431	34,193,208	8,737,623	-	-
500-600K	47	995	25,459,644	6,913,375	-	-
600-700K	36	864	23,613,020	6,734,557	-	-
700-800K	42	1,121	31,525,624	9,248,968	-	-
800-900K	40	1,043	33,847,548	10,146,642	-	-
900K- 1m	30	850	28,603,724	8,736,303	-	-
1m - 2m	131	3,767	181,010,480	60,286,692	175,037	0.10%
> 2m	41	1,224	101,055,916	36,629,866	210,196	0.21%
	1,774	22,819	608,360,528	181,785,927	385,232	0.06%

Data in the table has been estimated from figures published by the Department of Gaming and Racing in the "Hotels Quarterly Gaming Analysis" December 1997.

Columns B & C are taken directly from the Analysis.

Column D is 4 times the quarterly figure published

Column E is calculated at the current duty rates.

Column F is calculated as 0.35% of Total Profit in venues earning over \$1m per annum which is equivalent to the proposed club formula

Column G = F/D expressed as a percentage

These figures are annualised estimates based on data to December 1997. Due to major changes in the position of hotel gaming particularly the access to spinning-reel gaming machines, hotel revenues have manifested astonishing growth. For the first 6 months of the 1998 financial year hotel profits and assessed duty have increased over the previous full 12 months by 37% and 39% respectively.

Other Gambling

It is submitted that the following gambling businesses also contribute to the Community Development Fund on exactly the same basis as the clubs and hotels. That is 0.35% of profits.

All figures for the 12 months period ended June 1997					
Lottery	Turnover	Prizes	Expenditure	Govt. Duty	Duty as a % of Profit
Lotto	383.700	230.220	153.480		
Ozlotto	117.100	70.260	46.840		
Instant	165.100	104.607	60.493		
Pools (6/38)	7.100	3.550	3.550		
Powerball	78.000	46.613	31.387		
Draw Lottery	133.800	87.425	46.375		
Lotto Strike	24.600	15.326	9.274		
	<u>909.400</u>	<u>558.001</u>	<u>351.399</u>	270.300	76.92%
Keno	360.700	270.525	90.175	14.600	16.19%
Casino	2,134.547	1,771.347	363.200	78.600	21.64%
Wagering					
TAB	3,625.40	3,049.00	576.40		
On-Course Tote	388.9	328.70	60.2		
Bookmakers	610.2	576.64	33.561		
	<u>4,624.50</u>	<u>3,954.34</u>	<u>670.16</u>	338.000	50.44%

Notes

The Casino tax figure does not include the 2% Community Benefit Levy
 Tax on TAB operations will decrease in future years to approximately 25% because of changes in the legislation.

Excluding the Casino, the total gambling profits of the above enterprises amount to \$1,111.734m.

A levy of 0.35% would generate \$3.891m for the Community Development Fund.

Such a levy is recommended.

The Government Contribution

On the basis of the above figures, total Government receipts from gambling would be \$1,423.27m.²⁴

As the industry moves to seriously address responsible gambling issues and problem gambling issues, it would seem glaringly obvious that the Government do the same through policy and financial support.

It is recommended that the Government pay to the Community Benefit Fund \$1 for every \$2 that the industry contributes.

Under such an arrangement, the following would flow from the above considerations:

Source	Payment to the Community Benefit Fund
	\$m
Casino	7.241
Registered Clubs	7.031
Hotels	0.385
Lotteries	1.230
Club Keno	0.315
Wagering	<u>2.346</u>
Sub-Total	18.548
Government	<u>9.274</u>
TOTAL:	<u>27.822</u>

The Government contribution of \$9.274m is approximately 0.6 of 1% of total gambling taxes.

Equity

It is acknowledged that by using the above figures, contributions to the fund are unevenly carried.

Plainly, there would be an imbalance where the Casino levy is set at 2% , while all others are 6 times less.

Doubtless, the Casino could forcefully argue the inequity of such an arrangement.

Gamblers Help Lines recommendation is not dependent on the rates illustrated. the principle put forward is simple: all businesses, which profit directly from gambling operations should contribute - not just the Casino.

If the Casino rate was equalised to the 0.35% illustrated, the total annual fund value would be \$18.9 m and the Government contribution would be 0.4 of 1% of all its gambling tax receipts.

Gamblers Help Line Inc.

President : Philip Thors.

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5 Nannawilli Street.

Berkeley N.S.W. 2506.

Phone (02) 4271 2297.

**The Prime Minister of Australia
Mr John Howard
Parliament House
Canberra ACT 2600.**

Dear Prime Minister

It is with great concern to Gamblers Help Line that the Federal Government is resisting calls to take a more active role in regulating the explosion of gambling on the Internet.

Your Government through the Treasurer Mr Peter Costello ordered the Productivity Commission to inquire into the gambling industry, now even before the issue of its draft report, Commissioner Mr Robert Fitzgerald is so concerned about the gambling problem, he has gone on record in announcing The Government should step in to control this form of gambling.

The full draft report to The Government in May or June will hold no surprises for welfare agencies and community workers who see the suffering of our fellows every day, from the proliferation of gambling outlets in our States. You yourself Mr Prime Minister coming face to face with the problem the same story we hear every day when on a radio talk back program you heard it first hand with " Lyn " telling you " we have lost \$ 70,000....my husband, not me....and I have sat up, contemplating just ending it".

I plead with you Mr Prime Minister and your Government including Senator Alston to take responsibility for gambling reform of our nation and rein in this monster, as the States are now fully entrenched in their addiction for the gambling dollar.

The Commonwealth should take full control of this addictive form of

"entertainment," with you giving the States a GST why should they not give something in return.

To Senator Alston's quote "it would be technically difficult" to ban Internet gambling, I say look at the United States introduced Bill outlawing Internet gambling, if they can do it, we should at least try.

The States (after receiving \$ 1.46 billion from gambling 1997/98 the N.S.W. Government did not give 1 cent for the rehabilitation of problem gamblers) should be made to answer for being so bent on promoting the proliferation of gambling as a easy means of raising revenue without considering the social cost, as you would be well aware, this also drains the Commonwealth's welfare budget, with families losing everything including their home and savings then going on welfare benefits to exist, is this what we really want for our fellows? I think not.

I have no axe to grind with media tycoon Mr Kerry Packer but I see his grab for a worldwide Internet gambling facility, like a thief in the night taking from those that can least afford it.

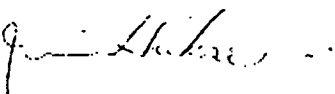
Rev Tim Costello's statement "with Internet gambling you will now be able to lose your home without even leaving it" this should hit home to all that may have doubts, as this is the plain facts of the matter.

Gamblers Help Line believe State politician's are not committed on primary threats to the community with suicide, family breakdown financial and associated problems including disgrace and many cases of bankruptcy from gambling, can we as a society curtail this catastrophic gambling phenomenon, that the present State Government's has thrust upon us and obtain a better quality of life for those that suffer.

Please accept my apologies for being so forthright on this issue but after working 19 years in this environment it is time to speak out, enough is enough, the Commonwealth must now give great consideration without fear or favour in restraining the States in their attempt to bankrupt Australia.

Thank you Mr Prime Minister for taking time in reading this, I now pray that you may help those that can't help themselves.

Yours sincerely



Jim Hickson
Hon Sec Gamblers Help Line Inc.
6th April 1999.

" There is so much frustration in the world because
we have relied on gods rather than GOD

We have genuflected before the god of science, only
to find that it has given us the Atomic bomb,
producing fears and anxieties that science can never mitigate.

We have worshipped the god of pleasure only to discover
that thrills play out and sensations are short-lived.

We have bowed before the god of money only to learn that
there are such things as love and friendship that money
cannot buy, and in the world of possible depressions,
stockmarket crashes and bad business investments,
money is a rather uncertain deity.

These transitory gods are not able to save or bring
happiness to the human heart.

Only GOD is able.

It is faith in him that we must rediscover."



OFFICE OF THE PRIME MINISTER
CANBERRA

10 JUN 1999

Mr Jim Hickson
Honorary Secretary
Gamblers Help Line Inc
5 Nannawilli Street
BERKELEY NSW 2506

Dear Mr Hickson

Thank you for your correspondence of 6 April 1999 addressed to the Prime Minister regarding the regulation of gambling on the Internet. The Prime Minister has asked me to reply to you on his behalf. I apologise for the delay in replying.

The Prime Minister deeply appreciates community concerns about the increased incidence of gambling in our society. He and the Federal Government await the Productivity Commission's conclusions about the costs of this industry to Australian families and individuals.

Your views and comments regarding issues of concern to you have been carefully noted and referred to Senator the Hon Richard Alston, the Minister for Communications, Information Technology and the Arts who has portfolio responsibility for this matter.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Anthony Benschel', written over a large, loopy flourish.

Anthony Benschel
Senior Adviser