



centre for gambling education & research

A QUANTITATIVE ANALYSIS OF WORKPLACE INFLUENCES ON RESPONSIBLE GAMBLING AND PROBLEM GAMBLING AMONGST EMPLOYEES OF QUEENSLAND GAMING VENUES

By

Associate Professor Nerilee Hing

Centre for Gambling Education and Research

School of Tourism and Hospitality Management

Southern Cross University

Lismore NSW 2480

Final Report

**For the Policy and Research Branch of the Queensland Office of Gaming
Regulation, Queensland Treasury**



Queensland
Government
Treasury

ACKNOWLEDGEMENTS

I would like to gratefully acknowledge the financial assistance for this research project provided by the Queensland Office of Gaming Regulation, Treasury Department, and the ongoing support and advice of its Policy and Research Branch. I would especially like to thank the Responsible Gambling Manager (QLD) for Conrad Jupiter's, Conrad Treasury and Jupiter's Townsville Casinos and the other managers at these properties who facilitated the survey of employees. Particular thanks is also due to the management of the Reef Casino, Clubs Queensland, the Queensland Hotels Association and the Liquor Hospitality and Miscellaneous Workers' Union. I am especially grateful to the staff of the clubs, hotels and casinos who gave up their valuable time to complete the survey for this project and to the managers of the casinos and other venues who allowed staff to complete the survey during paid work time. Thank you also to Dr Lyndon Brooks and Margaret Rolfe of the Graduate Research College, Southern Cross University, for their expert statistical advice on this project. Finally, I am very grateful to my colleagues, Christine Hahn and Sharen Nisbet, who completed the data entry for the project.

TABLE OF CONTENTS

ACKNOWLEDGEMENTS	i
TABLE OF CONTENTS	ii
EXECUTIVE SUMMARY	vii
PROJECT AIMS AND OBJECTIVES	vii
RESEARCH METHODS	vii
RESULTS FOR OBJECTIVE ONE: GAMBLING BEHAVIOUR	viii
RESULTS FOR OBJECTIVE TWO: RISK FACTORS	xi
RESULTS FOR OBJECTIVE THREE: PROTECTIVE FACTORS	xiii
RESULTS FOR OBJECTIVE FOUR: VENUE STRATEGIES	xiv
CONCLUSION	xiv
CHAPTER ONE INTRODUCTION TO THE STUDY	1
1.1 BACKGROUND	1
1.2 RESEARCH OBJECTIVES	1
1.3 STRUCTURE OF THE REPORT	1
CHAPTER TWO REVIEW OF THE LITERATURE	3
2.1 INTRODUCTION	3
2.2 STUDY ONE	3
2.2.1 Project Aims and Objectives	3
2.2.3 Methodology	4
2.2.4 Results For Objective One	4
2.2.5 Results for Objectives Two and Three	5
2.2.6 Results for Objective Four	11
2.2.7 Risk and Protective Factors and Interventions for Gaming Venue Staff	11
2.2.8 Conclusion to Study One	18
2.3 CHAPTER CONCLUSION	19
CHAPTER THREE RESEARCH METHODS	20
3.1 INTRODUCTION	20
3.2 RESEARCH DESIGN	20
3.3 INSTRUMENT DEVELOPMENT AND PILOT TESTING	23
3.3.1 Draft Survey Development	23
3.3.2 Industry Advice for Refining the Survey Instrument	25
3.3.3 Statistical Advice on the Survey Instrument	25
3.3.4 Pilot Testing the Survey Instrument	25
3.3.5 The Final Survey Instrument	26
3.4 SURVEY ADMINISTRATION	26
3.4.1 Survey Administration to Casino Employees	26
3.4.2 Survey Administration to Hotel Employees	27
3.4.3 Survey Administration to Club Employees	28

3.4.4	Online Survey	29
3.5	SUMMARY OF SURVEY RESPONSES	30
3.6	CHARACTERISTICS OF RESPONDENTS	30
3.6.2	Demographic Characteristics	30
3.6.3	Workplace Characteristics	31
3.6.4	Employment Characteristics	32
3.6.5	Involvement in Workplace Gambling Operations	33
3.6.6	Gambling in the Workplace	35
3.7	CHAPTER CONCLUSION	36
CHAPTER FOUR GAMBLING BEHAVIOUR AND PROBLEM GAMBLING		37
4.1	INTRODUCTION	37
4.2	GAMBLING BEHAVIOUR	37
4.2.1	Gambling Participation	37
4.2.2	Gambling Frequency	39
4.2.3	Characteristics of Regular Gamblers	41
4.2.4	Gambling Duration	46
4.2.5	Gambling Expenditure	48
4.2.6	Reported Changes in Gambling Since Working in Gaming Venues	51
4.2.7	Summary	52
4.3	PROBLEM GAMBLING	54
4.3.1	Problem Gambling Prevalence	54
4.3.2	Gambling Participation Amongst CPGI Groups	57
4.3.3	Gambling Frequency Amongst CPGI Groups	60
4.3.4	Gambling Duration Amongst CPGI Groups	62
4.3.5	Gambling Expenditure Amongst CPGI Groups	65
4.3.6	Reported Changes in Gambling Since Working in Gaming Venues Amongst CPGI Groups	68
4.3.7	Workplace, Employment and Demographic, Characteristics of CPGI Groups	68
4.3.8	Gambling Profiles Of The Four CPGI Groups	70
4.4	CHAPTER CONCLUSION	74
CHAPTER FIVE WORKPLACE RISK FACTORS FOR GAMING VENUE STAFF IN DEVELOPING GAMBLING PROBLEMS		75
5.1	INTRODUCTION	75
5.2	SCALE CONSTRUCTION	75
5.3	RELATIONSHIPS BETWEEN RISK FACTORS FOR DEVELOPING A GAMBLING PROBLEM AND PROBLEM GAMBLING	78
5.4	CHAPTER CONCLUSION	84
CHAPTER SIX WORKPLACE PROTECTIVE FACTORS FOR GAMING VENUE STAFF AGAINST DEVELOPING GAMBLING PROBLEMS		85
6.1	INTRODUCTION	85
6.2	SCALE CONSTRUCTION	85
6.3	RELATIONSHIPS BETWEEN PROTECTIVE FACTORS AGAINST DEVELOPING A GAMBLING PROBLEM AND PROBLEM GAMBLING	87
6.4	CHAPTER CONCLUSION	92

CHAPTER SEVEN WORKPLACE RISK AND PROTECTIVE FACTORS FOR GAMING VENUE STAFF FOR ADDRESSING A GAMBLING PROBLEM	93
7.1 INTRODUCTION	93
7.2 SCALE CONSTRUCTION	93
7.3 RELATIONSHIPS BETWEEN RISK AND PROTECTIVE FACTORS FOR ADDRESSING A GAMBLING PROBLEM AND PROBLEM GAMBLING	95
7.4 CHAPTER CONCLUSION	99
CHAPTER EIGHT VENUE STRATEGIES TO ENCOURAGE RESPONSIBLE GAMBLING AND DISCOURAGE PROBLEM GAMBLING AMONGST GAMING VENUE STAFF	100
8.1 INTRODUCTION	100
8.2 SCALE CONSTRUCTION	100
8.3 RELATIONSHIPS BETWEEN RISK FACTORS AND PROBLEM GAMBLING	102
8.4 SUMMARY OF KEY FINDINGS	106
8.5 CHAPTER CONCLUSION	106
CHAPTER NINE DISCUSSION AND CONCLUSIONS	107
9.1 INTRODUCTION	107
9.2 DISCUSSION OF RESULTS	107
9.3 CHAPTER CONCLUSION	113
REFERENCES	114
APPENDICES	116
APPENDIX A: SURVEY QUESTIONNAIRE	117
APPENDIX B: COVER STORY IN THE QHA UPDATE 27 APRIL 2007	126
APPENDIX C: ARTICLE IN CLUB INSIGHT JUNE EDITION 2007	127
APPENDIX D: COVER LETTER TO CLUB MANAGERS	128
APPENDIX E: NOTICE ABOUT THE ONLINE SURVEY	129
APPENDIX F: ADDITIONAL COMMENTS FROM THE SURVEY RESPONDENTS	130

LIST OF TABLES

Table 2.1: Reasons why working in a gaming venue can encourage staff gambling	6
Table 2.2: Reasons why working in a gaming venue can discourage staff gambling	8
Table 2.3: Reasons why working in a gaming venue can have no influence on staff gambling	10
Table 2.4: Venue strategies perceived to encourage responsible gambling and discourage problem gambling amongst staff	11
Table 3.1: Number and distribution of survey responses	30
Table 3.2: Age and sex categories of respondents	31
Table 3.3: Venue types respondents currently work in	31
Table 3.4: Number of gaming machines in respondent's venue	32
Table 3.5: Employment basis of respondents	32
Table 3.6: Job level of respondents	32
Table 3.7: Respondents who assist patrons with any gambling-related activity at work	33
Table 3.8: Respondents who assist patrons with different gambling activities at work	33
Table 3.9: Length of responsible gambling training of respondents	34
Table 3.10: Front-of-house or back-of-house positions amongst respondents	34
Table 3.11: Frequency of respondents working around gambling facilities and activities	35
Table 3.12: Whether respondent is allowed to gamble on gaming machines in the workplace	35
Table 3.13: Whether respondent is allowed to gamble on the TAB in the workplace	35
Table 3.14: Whether respondent is allowed to enter gambling promotions in the workplace	36
Table 4.1: Participation in different gambling activities	38
Table 4.2: Frequency of gambling on different activities (all respondents)	39
Table 4.3: Frequency of gambling about weekly amongst gamblers on each activity: staff vs QLD population	40
Table 4.4: Frequency of gambling on gaming machines in the workplace	40
Table 4.5: Frequency of gambling on the TAB in the workplace	41
Table 4.6: Employment, workplace and demographic characteristics of regular and non-regular gaming machine gamblers	41
Table 4.7: Employment, workplace and demographic characteristics of regular and non-regular TAB gamblers	43
Table 4.8: Employment, workplace and demographic characteristics of regular and non-regular keno gamblers	44
Table 4.9: Number of minutes usually spent gambling on different activities (all respondents)	46
Table 4.10: Number of minutes usually spent gambling on different activities (all gamblers)	47
Table 4.11: Usual duration of gambling on gaming machines, TAB and keno (regular and non-regular gamblers)	48
Table 4.12: Monthly expenditure in \$ on gambling on different activities (all respondents)	49
Table 4.13: Monthly expenditure in \$ on gambling on different activities (all gamblers)	50
Table 4.14: Monthly gambling expenditure on gaming machines, TAB and keno (regular and non-regular gamblers)	51
Table 4.15: Reported changes in gambling since working in a gaming venue	52
Table 4.16: Distribution of CPGI scores	55
Table 4.17: Distribution of CPGI groups	56
Table 4.18: Distribution of CPGI groups: Staff vs the QLD population	57
Table 4.19: Average number of different gambling activities for each CPGI group	58
Table 4.20: Participation in different gambling activities amongst CPGI groups	59
Table 4.21: Frequency of gambling on different activities amongst CPGI groups	61
Table 4.22: Usual duration of gambling on different activities amongst CPGI groups	64
Table 4.23: Monthly expenditure on gambling on different activities amongst CPGI groups	66
Table 4.24: Employment, workplace and demographic characteristics amongst CPGI groups	69
Table 5.1: Rotated component matrix: Risk factors for developing a gambling problem	76
Table 5.2: Mean scores for risk factors for developing a gambling problem amongst CPGI groups	79

Table 5.3: Pairwise comparisons of risk factors for developing gambling problem amongst CPGI groups	81
Table 6.1: Rotated component matrix: Protective factors against developing a gambling problem	86
Table 6.2: Mean scores of protective factors against developing a gambling problem amongst CPGI groups	88
Table 6.3: Pairwise comparisons of protective factors against developing a gambling problem amongst CPGI groups	90
Table 7.1: Rotated component matrix: Risk and protective factors for addressing a gambling problem	94
Table 7.2: Mean scores of risk and protective factors for addressing a gambling problem amongst CPGI groups	95
Table 7.3: Pairwise comparisons for risk and protective factors for addressing a gambling problem amongst CPGI groups	98
Table 8.1: Rotated component matrix: Venue strategies to encourage responsible gambling and discourage problem gambling amongst staff	101
Table 8.2: Mean scores of venue strategies factors amongst CPGI groups	103
Table 8.3: Mean scores for the potential effectiveness of venue strategies to encourage responsible gambling and discourage problem gambling amongst staff	105

LIST OF FIGURES

Figure A: Risk and protective factors and potential venue interventions for gaming venue staff in developing and addressing gambling problems	xv
Figure 2.1: A conceptual model of influences on gambling behaviours and outcomes for gaming venue staff	12
Figure 5.1: Mean scores of CPGI groups for risk factors for developing gambling problems	80
Figure 6.1: Mean scores of CPGI groups for protective factors against developing gambling problems	89
Figure 7.1: Mean scores of CPGI groups for risk and protective factors for addressing gambling problems	97
Figure 8.1: Mean scores of CPGI groups for venue strategies to encourage responsible gambling and discourage problem gambling amongst staff	104
Figure 9.1: Risk and protective factors and potential venue interventions for gaming venue staff in developing and addressing gambling problems	112

EXECUTIVE SUMMARY

PROJECT AIMS AND OBJECTIVES

This study was funded by the Queensland Office of Gaming Regulation, Treasury Department, under the Responsible Gambling Research Grants Program 2005-06. It provides a quantitative analysis of the gambling behaviour of employees in Queensland gaming venues and how aspects of their workplace might influence that behaviour, in order to identify how gaming venues can provide a work environment that encourages responsible gambling and discourages problem gambling amongst their employees.

This research project is a follow-up study to a qualitative research project (Study One) entitled *Gambling by Employees of Queensland Gaming Venues: Workplace Influences on Responsible Gambling and Problem Gambling* (Hing and Breen, 2006), also funded by the Queensland Office of Gaming Regulation, Treasury Department, under the Responsible Gambling Research Grants Program 2004-05. While exploratory in nature, Study One was able to reach a number of conclusions. First, staff who work in gaming venues appear an at-risk group for developing gambling problems. Second, this risk for some staff stems from a variety of factors relating to working in a gambling environment that heighten their propensity to gamble, their accessibility to gambling and their receptivity to gambling marketing and promotions, and that compound the negative outcomes and consequences of their gambling. Third, numerous workplace factors also protect some staff by deterring them from gambling, by lowering their propensity to gamble, by building immunity to the appeal of gambling products and services, and by minimising harmful outcomes from gambling. Third, there are strategies that venues can implement to better encourage responsible gambling and discourage the development and maintenance of gambling problems amongst their staff.

This current research project aimed to extend upon Study One to provide a quantitative perspective on gambling by gaming venue staff in Queensland and related risk and protective factors associated with their workplace and employment. The project was driven by four key research objectives:

1. to provide a quantitative analysis of the gambling behaviour of Queensland gaming venue employees, particularly in terms of responsible gambling and problem gambling;
2. to measure and assess the contribution of various risk factors in their workplace to gambling problems amongst Queensland gaming venue employees;
3. to measure and assess the contribution of various protective factors in their workplace to responsible gambling amongst Queensland gaming venue employees;
4. to measure and assess the potential effectiveness of various venue strategies in encouraging responsible gambling and discouraging problem gambling amongst Queensland gaming venue employees.

RESEARCH METHODS

Survey research was the primary method used in this study, where mail and online surveys of hotel, club and casino employees in Queensland were conducted. The survey questionnaire was informed by the results of Study One (Hing and Breen, 2006), the *Canadian Problem Gambling Index* (Canadian Centre on Substance Abuse, 2001) and the *Queensland Household Gambling Survey 2003-04* (Queensland Government, 2005b). It contained several sections designed to capture data on:

- the workplace, employment and demographic characteristics of respondents;
- potential risk factors for staff in developing a gambling problem;
- potential protective factors for staff against developing a gambling problem;
- potential risk and protective factors for staff in addressing a gambling problem;
- potential venue strategies to encourage responsible gambling and discourage problem gambling amongst their staff;
- gambling behaviour, including frequency, usual duration and expenditure;
- the *Problem Gambling Severity Index* from the *Canadian Problem Gambling Index*;
- additional comments respondents wished to make.

The surveys were conducted on-site in two of the four casinos in Queensland, distributed by casino management in the other two Queensland casinos, and distributed by mail to hotel and club employees via their venue managers. Due to a low response rate from hotel and club employees, the survey was also posted online and potential respondents invited to participate via a notice to all hospitality members of the Liquor, Hospitality and Miscellaneous Workers' Union. A total of 511 responses were received, from 319 casino employees, 131 hotel employees, 59 club employees and two respondents who did not indicate the type of venue where they worked. While the survey did not gain the targeted number of responses of 1,000, it did capture sufficient variation amongst the demographic, workplace and employment characteristics of respondents to allow the necessary analyses to proceed. Frequency distributions were used to analyse descriptive data, cross-tabulation and chi square analyses examined relationships between two variables, factor analysis was used to identify risk and protective factors for staff, and profile analysis (general linear modelling) was utilised to examine links between risk and protective factors and CPGI groups.

RESULTS FOR OBJECTIVE ONE: GAMBLING BEHAVIOUR

The gambling behaviour of Queensland gaming venue employees was examined in terms of staff participation, frequency, usual duration and expenditure on gambling activities and in relation to gambling problems, as measured by the CPGI. The results indicated that the gaming venue staff surveyed are a very active group of gamblers with higher than average rates of problem, moderate risk and low risk gambling.

During the 12 months prior to the survey, 94.5 percent per cent of the 511 respondents reported participating in at least one of the gambling activities surveyed, with those who gambled participating in an average of 3.5 different gambling activities. The most common activities were lotto/scratchies/lottery/pools (with a 85.2 per cent participation rate) and gaming machines (67.6 per cent). Less common were keno (48.6 per cent), TAB gambling (36.8 per cent), private gambling (23.9 per cent), racetrack betting (19.9 per cent), sportsbetting (17.8 per cent), casino table games (14.9 per cent) and internet casino games (13.1 per cent). Least common was bingo (8.9 per cent). When compared to the Queensland population, the staff participation rate was over 40 times higher for gambling on internet casino games, and 23 times higher for private gambling. The staff participation rate was four times that of the Queensland population for gambling on sporting events, over double for gambling on keno (2.9 times), casino games (2.7 times), bingo (2.5 times), horse and greyhound races (2.2 times) and gaming machines (2.1 times). The staff participation rate was only marginally higher than that of the Queensland population for gambling on lottery products (1.3 times).

Regular (at least weekly) gambling was most common for gambling on lotto/scratchies/lottery/pools (by 26.1 per cent of respondents), gaming machines (9.7 per cent), TAB (8.7 per cent) and keno (6.7 per cent), and less common for gambling on internet casino games (4.1 per cent), sportsbetting (3.8 per cent), private gambling (3.5 per cent), racetrack betting (1.8 per cent), bingo (1.2 per cent) and casino games (0.4 per cent). Higher proportions of staff than of the Queensland population gambled about once a week or more frequently on all activities for which comparisons could be drawn, particularly for gambling on sporting events (17.8 times higher). The proportion of staff respondents was over four times higher for weekly gambling on horse/dog races (4.6 times higher), keno (4.6 times higher) and casino table games (4.3 times higher), about triple for gaming machines (2.9 times higher) and double for bingo (2.0 times higher). Despite this profile of being more active gamblers than the general Queensland population, very small proportions of the staff respondents gambled on gaming machines in their workplace (4.7 per cent) or at a TAB in their workplace (11.8 per cent).

When the characteristics of regular staff gamblers were considered, higher proportions of the regular gaming machine gamblers assisted patrons with at least one gambling-related activity while at work, assisted patrons with gaming machine operations while at work, worked around the venue's gambling activities and facilities 'almost always', 'most of the time' or 'sometimes', rather than 'never', were employed in a hotel or club, rather than a casino, and were male. Higher proportions of regular TAB gamblers held management or supervisory, rather than operational positions, assisted patrons with at least one gambling-related activity while at work, assisted patrons with TAB/Sportsbook operations while at work, worked around the venue's gambling activities and facilities 'almost always', 'most of the time' or 'sometimes', rather than 'never', were employed in a hotel or club, rather than a casino, and were male. Higher proportions of regular keno gamblers assisted patrons with at least one gambling-related activity while at work, assisted patrons with keno operations while at work, worked around the venue's gambling activities and facilities 'almost always', 'most of the time' or 'sometimes', rather than 'never', and were employed in a hotel or club, rather than a casino.

Most staff normally spent more than one hour when gambling on private gambling (83.8 per cent of those who gambled on this activity), internet casino games (78.0 per cent), bingo (74.7 per cent), racetrack betting (59.8 per cent) and casino table games (55.4 per cent). Lower proportions of staff normally spent more than one hour gambling on gaming machines (35.4 per cent), sportsbetting (31.4 per cent), TAB betting (28.9 per cent) and keno (19.9 per cent).

In the previous 12 months, most staff spent more than \$20 per month when gambling on casino games (66.1 per cent of those who gambled on this activity), internet casino games (64.0 per cent), private gambling (58.4 per cent) and gaming machines (56.5 per cent). Lower proportions spent more than \$20 per month when gambling on racetrack betting (49.8 per cent), TAB betting (46.6 per cent), sportsbetting (41.0 per cent), lottery games (34.6 per cent), bingo (31.0 per cent) and keno (22.0 per cent).

Since working in a gaming venue, about one-quarter of respondents reported decreasing their gambling (25.8 per cent), over one-half reported their gambling had stayed about the same (54.4 per cent), and about one-fifth reported increasing their gambling (19.8 per cent).

As noted above, gambling problems were more common amongst the staff respondents than amongst the adult Queensland population :

- at 4.5 per cent, the problem gambling rate was 7.5 times higher amongst the staff respondents than amongst the Queensland population;

- at 11.5 per cent, the moderate risk gambling rate was 5.8 times higher amongst the staff respondents than amongst the Queensland population;
- at 17.0 per cent, the low risk rate was 3.2 times higher amongst the staff respondents than amongst the Queensland population;
- at 61.3 per cent, the non-problem gambling rate of the staff respondents was about 80 per cent of that of the Queensland population;
- at 5.7 per cent, the non-gambling rate of the staff respondents was 30 per cent of that amongst the Queensland population.

The Problem Gambler Group

Higher proportions of the problem gamblers were male rather than female, worked around the venue's gambling facilities and activities 'almost always', rather than 'most of the time', 'sometimes' or 'never', and held a position that involved assisting patrons with at least one type of gambling activity while at work. In terms of gambling behaviour, the problem gambler group participated in an average of 5.9 different gambling activities in the 12 months prior to the survey. They had the highest participation rate of all the CPGI gambling groups, and for all types of gambling surveyed. When statistically significant differences were examined, higher proportions of the problem gamblers than of moderate risk, low risk and non-problem gamblers had gambled on keno, gaming machines, TAB betting, racetrack betting, casino table games, sportsbetting, internet casino games and private gambling. About three-fifths of the problem gamblers were regular gamblers on gaming machines (59.1 per cent), two-fifths were regular gamblers on TAB betting (45.0 per cent) and keno (38.1 per cent), around one-quarter were regular gamblers on sportsbetting (30.0 per cent), lotto/scratchies/lottery/pools (28.6 per cent) and internet casino games (25.0 per cent). Higher proportions of the problem gamblers than of moderate risk, low risk and non-problem gamblers gambled at least weekly on keno, gaming machines, and TAB betting. Higher proportions of the problem gamblers than of moderate risk, low risk and non-problem gamblers usually spent more than one hour gambling on TAB betting and more than two hours gambling on gaming machines, and spent more than \$50 per month on keno, gaming machines, and TAB betting. Nearly three-quarters (72.7 per cent) of the problem gamblers reported increasing their gambling since working in a gaming venue. In fact, 63.6 per cent reported increasing their gambling 'a lot', while 9.1 per cent reported increasing their gambling 'a little' since commencing work in a venue.

The Moderate Risk Gambler Group

Higher proportions of the moderate risk gamblers worked full-time, rather than part-time/casual, assisted patrons with at least one type of gambling activity while at work, worked around the venue's gambling facilities and activities more frequently, and were male, rather than female. The moderate risk gambler group participated in an average of 4.7 different gambling activities in the 12 months prior to the survey. About one-third of the moderate risk gamblers were regular (at least weekly) gamblers on lotto/scratchies/lottery/pools (35.7 per cent), and about one-quarter were regular gamblers on gaming machines (23.6 per cent). Higher proportions of the moderate risk gamblers than of the low risk and non-problem gamblers gambled at least weekly on keno, gaming machines, and TAB betting. Higher proportions of the moderate risk gamblers than of the low risk and non-problem gamblers usually spent more than one hour gambling on gaming machines and TAB betting, and spent more than \$50 per month on lottery games, keno, gaming machines, and TAB betting. Higher proportions of the moderate risk gamblers than of the problem gamblers also gambled more

than \$50 per month on lottery games. Two-fifths (40.0 per cent) of the moderate risk gamblers reported increasing their gambling since working in a gaming venue, with 27.3 per cent reporting increasing their gambling ‘a lot’ and 12.7 per cent reporting increasing their gambling ‘a little’ since commencing work in a venue.

The Low Risk Gambler Group

Higher proportions of the low risk gamblers worked part-time/casual, rather than full-time, and assisted patrons with at least one type of gambling activity while at work. The low risk gambler group participated in an average of 3.8 different gambling activities in the 12 months prior to the survey. Higher proportions of the low risk gamblers than of the non-problem gamblers had gambled on keno, gaming machines, TAB betting, sportsbetting, internet casino games and private gambling in the previous 12 months. About one-third of the low risk gamblers were regular (at least weekly) gamblers on lotto/scratchies/lottery/pools (30.9 per cent), about one in seven were regular gamblers on gaming machines (15.0 per cent), and about one in ten were regular gamblers on TAB betting (10.3 per cent). Higher proportions of the low risk gamblers than of the non-problem gamblers gambled at least weekly on keno, gaming machines, and TAB betting. Higher proportions of the low risk gamblers than of the non-problem gamblers usually spent more than one hour gambling on keno and gaming machines. They were more also likely than the problem and moderate risk gamblers to spend more than one hour on keno. Higher proportions of the low risk gamblers than of the non-problem gamblers spent more than \$50 per month on keno, gaming machines, and TAB betting. One-third (33.3 per cent) of the low risk gamblers reported increasing their gambling since working in a gaming venue, with 7.4 per cent reporting increasing their gambling ‘a lot’ and 25.9 per cent reporting increasing their gambling ‘a little’ since commencing work in a venue.

The Non-Problem Gambler Group

Higher proportions of the non-problem gamblers did not assist patrons with any gambling activity while at work, worked around the venue’s gambling activities and facilities never or infrequently, and were female. The non-problem gambler group participated in an average of 3.0 different gambling activities in the 12 months prior to the survey. Their participation rate was lower than for the other CPGI gambler groups for all types of gambling, except for casino table games. About one-quarter of the non-problem gamblers were regular (at least weekly) gamblers on lotto/scratchies/lottery/pools (25.8 per cent), but only small proportions were regular gamblers on any other activity. The non-problem gamblers were less likely to be weekly gamblers than the other CPGI gambler groups on most activities, but significantly so for keno, gaming machines, and TAB betting. The non-problem gamblers were also more likely than the other CPGI gambler groups to spend less than one hour gambling on most activities, and significantly so for keno, gaming machines and TAB betting. They were also more likely than the other CPGI gambler groups to spend less than \$50 per month gambling on most activities, and significantly so for keno, gaming machines and TAB betting. Less than one-tenth (9.3 per cent) of the non-problem gamblers reported increasing their gambling since working in a gaming venue, with 3.4 per cent reporting increasing their gambling ‘a lot’, and 5.9 per cent reporting increasing their gambling ‘a little’ since commencing work in a venue.

RESULTS FOR OBJECTIVE TWO: RISK FACTORS

Workplace risk factors for developing gambling problems were measured and examined for statistical links with gambling problems. After factor analysis was conducted, five sets of risk

factors were identified that were statistically related to the development of gambling problems amongst gaming venue staff.

Workplace Motivators to Gamble

The risk factor, workplace motivations to gamble, included gambling to cope with job dissatisfaction, boredom and stress, and gambling to help staff make friends and socialise, win money, improve job performance, and relax after work. The problem gamblers indicated higher agreement with these motivators, followed by the moderate risk gamblers, the low risk gamblers and the non-problem gamblers, respectively. Thus, it is apparent that the more motivated to gamble staff are by these workplace factors, the higher their tendency towards developing gambling problems.

Influence of Work Colleagues

The risk factor, the influence of work colleagues, included working with managers and staff who are regular gamblers, who approve of gambling, who encourage staff to gamble, who talk about the positive aspects of gambling, and who share gambling tips with staff. Again, the problem gamblers indicated higher agreement with these influences, followed by the moderate risk gamblers, the low risk gamblers and the non-problem gamblers, respectively. Thus, it is apparent that the more influenced to gamble staff are by the managers and staff they work with, the higher their tendency towards developing gambling problems.

Workplace Triggers to Gamble

The risk factor, workplace triggers to gamble, comprised seeing large jackpots on offer, seeing patrons winning, seeing large amounts of cash and just seeing gambling at work. Again, the problem gamblers indicated higher agreement with these influences, followed by the moderate risk gamblers, the low risk gamblers and the non-problem gamblers, respectively. Thus, it is evident that the more apparent these workplace triggers are to staff, the higher their tendency towards developing gambling problems.

Limited Social Opportunities

The risk factor, limited social opportunities for gaming venue staff, comprised having limited social opportunities due to shiftwork, which can then be accompanied by loneliness, a need to find solitary leisure activities, and the workplace becoming a primary social outlet. The problem and moderate risk gamblers indicated the highest agreement that they had limited social opportunities due to these factors, followed by the low risk gamblers and non-problem gamblers, respectively. Thus, it is apparent that the more limited staff feel in the social opportunities available to them, the higher their tendency towards developing gambling problems.

Familiarity and Interest in Gambling

The risk factor, familiarity and interest in gambling, comprised increased familiarity, comfort, knowledge, excitement and interest relating to gambling and its potential normalisation through frequent exposure. Compared to the non-problem gamblers, the problem gamblers, moderate risk gamblers and low risk gamblers were significantly more likely to acknowledge a heightened interest and familiarity with gambling. Thus, it is evident that staff with this heightened interest and familiarity are more likely to be problem or at-risk gamblers. However, because the statistical tests revealed only associations and not causal pathways, it is also possible that problem and at risk gamblers have a heightened interest and familiarity with gambling due to their greater gambling activity.

In addition to examining risk factors associated with the development of gambling problems, the study also examined risk factors relating to venue staff addressing a gambling problem. One risk factor was identified.

Discouragement to Address a Gambling Problem

The risk factor, discouragement to address a gambling problem, included fear of job loss if an employee admits to a gambling problem, fear of being blamed for cash shortfalls, feeling too embarrassed to admit a problem because staff 'should know better', and concern their work colleagues would not take the problem seriously. Compared to the non-problem gamblers, the problem gambler group was significantly more likely to agree that they felt discouraged from addressing their gambling problem due to these reasons. Thus, it is apparent that such discouragement poses a risk factor for venue staff who are problem gamblers for addressing their gambling problems.

RESULTS FOR OBJECTIVE THREE: PROTECTIVE FACTORS

Workplace protective factors against developing gambling problems were measured and examined for statistical links with gambling problems. After factor analysis was conducted, three sets of risk factors were identified. However, only two of these were found to be statistically related to the development of gambling problems amongst gaming venue staff.

Knowledge of Responsible Gambling

The protective factor, knowledge of responsible gambling, included heightened knowledge about problem gambling and its effects, about the poor odds in gambling and about responsible gambling as promoted at work. Compared to the moderate risk, low risk and non-problem gamblers, the problem gambler group was significantly less likely to agree they were knowledgeable about responsible gambling in these ways. Thus, it is evident that this knowledge is a protective factor for staff against becoming a problem gambler, although it does not appear to protect them against becoming a moderate or low risk gambler.

Influence of Work Colleagues

The protective factor, the influence of work colleagues, comprised having friends at work who wanted to avoid gambling venues when going out and receiving advice from work colleagues to not gamble. Compared to the low risk and non-problem gamblers, the problem gambler and moderate risk gambler groups were equally and significantly the least likely to agree they encountered these influences. Thus, it is apparent that work colleagues can be a protective factor if they discourage gambling by other staff through their actions and advice.

In addition to examining protective factors associated with the development of gambling problems, the study also examined protective factors relating to venue staff addressing a gambling problem. One protective factor was identified.

Encouragement to Address a Gambling Problem

This protective factor, encouragement to address a gambling problem, comprised being encouraged to recognise a gambling problem and to seek help by the responsible gambling measures at work, fellow staff and managers. Compared to the moderate risk, low risk and non-problem gamblers, the problem gambler group was significantly the least likely to agree that they are encouraged to recognise a gambling problem and to seek help by the responsible gambling measures at work, fellow staff and managers. Thus, it seems that such

encouragement provides some protection for staff against maintaining and failing to act on serious gambling problems.

RESULTS FOR OBJECTIVE FOUR: VENUE STRATEGIES

The final aspect relating to staff gambling which was examined in this study was possible venue strategies to encourage responsible gambling and discourage problem gambling amongst gaming venue employees. These potential strategies were perceived by the staff respondents as encompassing three main areas. These related to training and information, cash limits and staff wellbeing, and help to address a gambling problem.

There were no significant differences amongst the four CPGI groups of staff gamblers in their endorsement of the potential effectiveness of these strategies. Instead, all CPGI groups indicated agreement with all 18 venue strategies surveyed. The most potentially effective were considered the very practical steps that could be taken if a staff member developed a gambling problem, including help to self-exclude from gaming venues, not being allowed to gamble in the workplace, provision of counselling information, and assuring the person they would not lose their job. In addition, responsible gambling training and information that emphasise the effects of problem gambling, the odds in gambling, focus on staff gambling, provide a self-assessment tool for problem gambling, and involve local counsellors were rated highly as potential effective measures. The remainder of the possible venue strategies also received broad agreement as being potentially effective interventions. These comprised more emphasis on responsible gambling in the workplace, regular responsible gambling refresher courses, not paying wages in cash or extending advances on pay, providing alternative social activities for staff, providing training in stress and conflict management, having tight cash security, and providing a non-gambling-related job in the workplace for staff with or at risk of gambling problems.

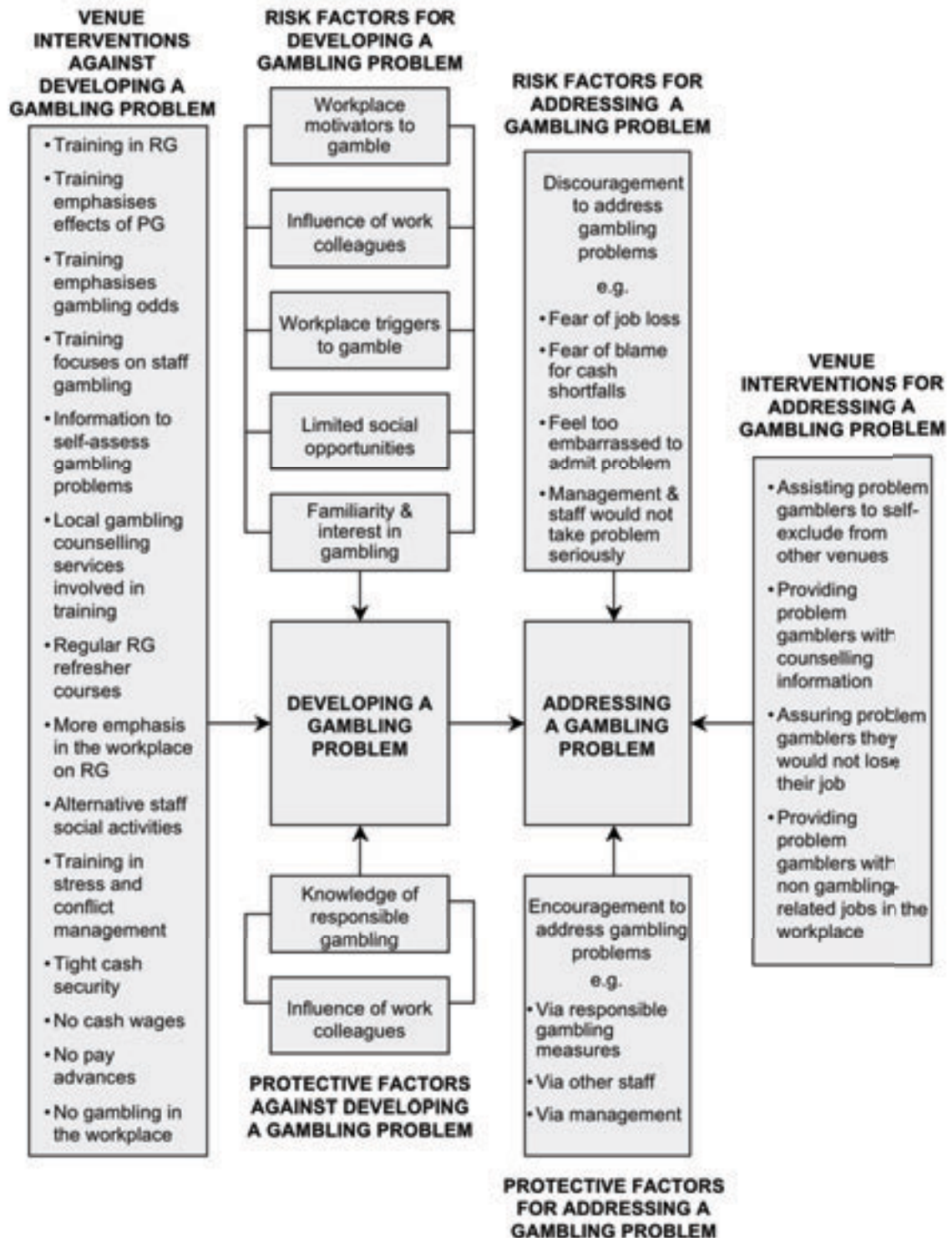
To draw the results of this study, together, Figure A depicts the risk and protective factors statistically associated with developing and addressing gambling problems amongst gaming venue staff and the venue strategies considered potentially effective in encouraging them to gamble responsibly.

CONCLUSION

While subject to the limitations of non-random samples and low response rates, this research represents the first known study to quantitatively examine workplace influences on the gambling behaviour of gaming venue staff. Its major contribution lies in its identification of heightened rates of problem and at risk gambling amongst this cohort, certain risk and protective factors for these staff in relation to developing and addressing a gambling problem, and potentially effective venue interventions.

While it is beyond the scope of this study to make specific recommendations, it is hoped that it has highlighted distinctive features of the work environment encountered by gaming venue staff and the gambling-related risks that are seemingly inherent in this type of employment. It is evident from the results that gaming venue staff are an at risk group for developing and maintaining gambling problems and that there is potential for venues to lower risk factors and enhance protective factors in relation to gambling by these employees. To do so would extend current responsible gambling efforts by industry beyond the current focus on patrons, to also include their employees.

Figure A: Risk and protective factors and potential venue interventions for gaming venue staff in developing and addressing gambling problems



CHAPTER ONE

INTRODUCTION TO THE STUDY

1.1 BACKGROUND

This study was funded by the Queensland Office of Gaming Regulation, Treasury Department, under the Responsible Gambling Research Grants Program 2005-06. The purpose of the research grants program is to enhance the quality and quantity of gambling-related research in Queensland and to contribute to the development of gambling policy in Queensland (Queensland Government, 2005a).

This research project is a follow-up study to a qualitative research project entitled *Gambling by Employees of Queensland Gaming Venues: Workplace Influences on Responsible Gambling and Problem Gambling* (Hing and Breen, 2006). That project (Study One) was also funded by the Queensland Office of Gaming Regulation, Treasury Department, under the Responsible Gambling Research Grants Program 2004-05. Study One used mainly qualitative methods and interviewed around 200 gaming venue staff and managers, problem gamblers and gambling counsellors to identify numerous potential risk and protective factors which may influence venue staff in the development and maintenance of gambling problems. It also explored possible gaming venue strategies for encouraging responsible gambling and discouraging problem gambling amongst their employees.

This follow-up study (Study Two) provides a quantitative analysis of the gambling behaviour of employees in Queensland gaming venues and how aspects of their workplace might influence that behaviour, in order to identify how gaming venues can provide a work environment that encourages responsible gambling and discourages problem gambling amongst their employees. As such, it builds on Study One to provide a quantitative perspective on gambling by gaming venue staff in Queensland and related risk and protective factors associated with their workplace and employment.

1.2 RESEARCH OBJECTIVES

This project addresses the following research objectives:

1. to provide a quantitative analysis of the gambling behaviour of Queensland gaming venue employees, particularly in terms of responsible gambling and problem gambling;
2. to measure and assess the contribution of various risk factors in their workplace to gambling problems amongst Queensland gaming venue employees;
3. to measure and assess the contribution of various protective factors in their workplace to responsible gambling amongst Queensland gaming venue employees;
4. to measure and assess the potential effectiveness of various venue strategies in encouraging responsible gambling and discouraging problem gambling amongst Queensland gaming venue employees.

1.3 STRUCTURE OF THE REPORT

This report is structured into nine chapters. Chapter One has introduced the study and detailed its objectives. Given that this study builds on a previous qualitative research project on gambling by employees of Queensland gaming venues (Study One), Chapter Two refers

readers to that study for a detailed review of the international and Australian literature on the topic and then reviews the key findings from Study One to contextualise the current project. Chapter Three details the research methods for this study, which primarily involved a survey of staff in Queensland casinos, hotels and clubs. The key characteristics of the survey respondents are also presented here. Chapter Four is the first of several results chapters. It addresses the first research objective by providing a quantitative analysis of the gambling behaviour of the survey respondents, including the extent of gambling problems, as measured by the *Canadian Problem Gambling Index* (Canadian Centre on Substance Abuse, 2001). The second research objective is addressed in Chapter Five, where the focus is on workplace risk factors for gaming venue staff in developing gambling problems. Chapter Six addresses the third research objective by examining workplace protective factors for gaming venue staff against developing gambling problems. Chapter Seven supplements the findings from Chapters Five and Six by assessing risk and protective factors for these staff in addressing a gambling problem. The fourth research objective is addressed in Chapter Eight. Here, the focus is on strategies that venues might introduce to encourage responsible gambling and discourage problem gambling amongst their staff. Chapter Nine discusses the study's findings and concludes the report.

CHAPTER TWO

REVIEW OF THE LITERATURE

2.1 INTRODUCTION

As this research project is the second stage of a two-part study on gambling by gaming venue staff, readers are referred to Study One, *Gambling by Employees of Queensland Gaming Venues: Workplace Influences on Responsible Gambling and Problem Gambling* (Hing and Breen, 2006), for a review of the pertinent literature. That literature review provides statistics on employment in gambling industries for Australia and Queensland, and then reviews the scant research previously conducted into gambling amongst gaming venue employees. Building on a public health perspective of gambling that recognises that contextual factors can influence gambling behaviour, Chapter Two of Study One reviews some models and theories of gambling involvement and of interventions appropriate to different stages of a continuum of gambling problems, and reviews literature relevant to aspects of the work environment that may influence the gambling behaviour of gaming venues employees.

This chapter now summarises the key findings from Study One to contextualise the current research project.

2.2 STUDY ONE

This section summarises the aims and objectives, methodology, key results and conclusions from Study One, *Gambling by Employees of Queensland Gaming Venues: Workplace Influences on Responsible Gambling and Problem Gambling* (Hing and Breen, 2006), as contained in the Executive Summary of that report.

2.2.1 Project Aims and Objectives

Study One, funded by the Responsible Gambling Grants Program of the Queensland Government, focused on gambling by employees of Queensland gaming venues. Of central concern was how aspects of their workplace might influence the gambling behaviour of these staff, in order to identify how gaming venues can provide a work environment that encourages responsible gambling and discourages problem gambling amongst their employees. It focused specifically on employees of Queensland clubs, hotels and casinos and encompassed staff employed in gaming and non-gaming related positions, in front-of-house and back-of-house areas, and at operational, supervisory and management levels.

More specifically, the project addressed the following research objectives:

1. to investigate the gambling behaviour of Queensland gaming venue employees, particularly in terms of responsible gambling and problem gambling;
2. to examine how Queensland gaming venue employees perceive that aspects of their work environment influence their gambling behaviour in terms of responsible gambling and problem gambling;
3. to examine how Queensland gaming venue managers perceive that aspects of their venue's work environment influence their employees' gambling behaviour in terms of responsible gambling and problem gambling;
4. to identify how gaming venues can provide a work environment that encourages responsible gambling and discourages problem gambling by gaming venue employees.

Little prior research has been conducted into gambling by gaming venue staff. In fact, only four prior studies have focused on this, all conducted amongst casino employees in the United States. As such, this was the first known research project in Australia to examine the gambling behaviour of gaming venue employees. It was also the first to examine how working in a gaming venue might influence the gambling behaviour of gaming venue employees and to identify potential venue interventions. Given the paucity of research specific to this area, the study was informed by a general public health perspective of gambling that recognises that contextual factors can influence gambling behaviour and that interventions can often be developed to reduce risk factors and enhance protective factors.

2.2.3 Methodology

The research design was primarily qualitative, drawing on interviews with a range of stakeholders. To gain an employee perspective, in-depth interviews were conducted with 34 club, 14 hotel and 38 casino staff. To gain a management perspective, interviews were held with 44 club, 27 hotel, and two casino managers (representing three casinos). A problem gambler perspective was obtained by interviews with six people who developed gambling problems while working in gaming venues, along with interviews with 32 gambling counsellors, 23 of whom had treated gaming venue staff with gambling problems. The interview schedules were based on themes that emerged during some preliminary interviews, a focus group and from a review of relevant literature. All interviews were conducted on-site in the gaming venues, except for those with gambling counsellors and with one problem gambler. These were conducted by telephone. Interviews generally lasted between 20-60 minutes and were tape-recorded with permission. Consultations were also held with the Queensland Responsible Gambling Advisory Committee, Clubs Queensland, the Queensland Hotels Association, Executive Officers of the Queensland Gambling Help network, the Liquor, Hospitality and Miscellaneous Workers' Union (Gold Coast Branch), and Queensland Legal Aid (Brisbane Office). To supplement the qualitative data, most employees we interviewed completed a short survey questionnaire to gather quantitative data on their gambling behaviour.

2.2.4 Results For Objective One

Responses to the quantitative survey were analysed to profile the gambling behaviour of respondents. Because of the small, non-representative sample and the refusal of two casinos to allow us to survey their staff, the results provided an overview of the gambling behaviour of only the 56 respondents, not of all gaming venue employees in the state. However, given that our sampling process involved hotel and club employees from five geographic regions in Queensland, and from clubs and hotels of different types, sizes and ownership structures, as well as staff from one casino, the results *may* be somewhat indicative of the larger population of Queensland gaming venue employees.

The results depict a group who actively engage in gambling. During the previous 12 months, about three-quarters had played gaming machines, about one-half had participated in TAB betting, keno and lottery-type games, and about one-quarter had participated in casino table games, racetrack betting, sportsbetting and private gambling. Nearly one-quarter were regular (at least weekly) gaming machine players, about one-sixth were regular TAB and lottery-type game players, and around one-tenth were regular sportsbetting and keno gamblers. When compared to the *National Gambling Survey* (Productivity Commission, 1999), higher proportions of the respondents were regular gamblers on nearly all forms of gambling, and these proportions were markedly higher for gaming machines, TAB betting and keno.

This profile of active gambling involvement was also supported by the respondents' reported gambling expenditures. During the previous 12 months, they spent ten times more than the average Queensland adult on keno, over five times more on TAB betting, over three times more on lottery-type games, double the average on gaming machines, and about 1.7 times more on casino table games (Office of Economic and Statistical Research, 2005). The computed average gambling expenditure for the previous 12 months (\$3,097) was over 3.2 times more than the average yearly per capita gambling expenditure by Queensland adults (\$968) in 2003-04 (Office of Economic and Statistical Research, 2005).

The respondents also displayed relatively high rates of problem, moderate risk and low risk gambling, as measured by the *Canadian Problem Gambling Severity Index* (Canadian Centre on Substance Abuse, 2001). Compared to results from the *Queensland Household Gambling Survey 2003-04* (Queensland Government, 2005b), the prevalence of problem gambling amongst our respondents (8.9 per cent) was 16 times higher than the Queensland adult population, moderate risk gambling (19.6 per cent) was ten times higher, and low risk gambling (16.1 per cent) was triple the state average. Half the respondents were categorised as no-risk gamblers, and 5.4 per cent as non-gamblers. In general, as the level of risk amongst respondents rose from no-risk to problem gambler, so did reported expenditures and session lengths on gaming machines, TAB betting, keno, and private gambling. The problem gambler group also had the lowest average age (27 years) and had been working in gaming venues for a shorter average time (4.5 years) than the other gambler sub-types. Notably, the spread of gambler sub-types and the distributions for gambling frequency, expenditure and session length were more polarised amongst the employee respondents than amongst the general Queensland population. It seems that staff can be very much 'turned on' or 'turned off' gambling by virtue of working in a gaming venue, a conclusion also supported by the qualitative data. This suggests that contextual factors associated with employment in gaming venues influence the gambling behaviour of staff.

2.2.5 Results for Objectives Two and Three

The interview data from 86 venue employees, 73 venue managers, six problem gamblers and 32 gambling counsellors were analysed to examine how Queensland gaming venue employees and managers perceive that aspects of their venue's work environment influence employee gambling behaviour.

On balance, gaming venue staff were considered more at-risk for gambling problems than general population by 57 per cent of hotel employees; 56 per cent of club employees; 24 per cent of casino employees; 100 per cent of problem gamblers; 79 per cent of counsellors; 39 per cent of club managers; 52 per cent of hotel managers; and no casino managers.

Nevertheless, all groups of interviewees perceived numerous aspects of working in a gaming venue as potentially encouraging staff to gamble, except for the casino managers who did not perceive any aspect as being influential, even though the casino employees themselves identified over 40 contributing factors. In contrast, responses of the managers and employees of clubs and hotels were more closely aligned. Overall, as shown in Table 2.1, 81 reasons why working in a gaming venue may have an encouraging influence on staff gambling were identified, and these spanned eight categories of workplace factors.

When comparisons were drawn amongst the groups interviewed, it was apparent that:

- the largest proportion of the employees perceived that the factors that mainly encourage staff gambling are shift work, fellow employees and frequent exposure to gambling, while close interaction with gamblers can either encourage or discourage staff gambling;

- the largest proportion of the problem gamblers and gambling counsellors perceived that the factors that mainly encourage staff gambling are shift work, workplace stressors, frequent exposure to gambling marketing and promotions, frequent exposure to gambling, close interaction with gamblers and fellow employees, while venue managers and their policies and practices can either encourage or discourage staff gambling;
- the largest proportion of the managers perceived that close interaction with gamblers mainly encourages staff gambling, while shift work can either encourage or discourage staff gambling.

However, it should be noted that sizeable minorities of the interviewees had different views, and these should not be discounted in identifying potential risk and protective factors for gaming venue staff.

Table 2.2 summarises the reasons given by the interviewees for why working in a gaming venue potentially discourages gambling by gaming venue staff. All groups perceived some aspects of working in a gaming venue as potentially discouraging staff from gambling, although the casino managers were more limited in their endorsement than the other groups. In total, 37 reasons were suggested which spanned nine categories of workplace factors.

Table 2.1: Reasons why working in a gaming venue can encourage staff gambling

<p>Close Interaction with Gamblers</p> <p>Staff hear about wins more than losses</p> <p>Seeing people win creates hope of winning</p> <p>Staff get caught up in the excitement of patrons' wins</p> <p>Staff constantly hear about gambling and given 'hot tips'</p> <p>Patrons can encourage staff to gamble</p> <p>Staff who gamble build relationships with other gamblers</p> <p>Staff want a piece of the action</p>	<p>Influence of Workplace Stressors</p> <p>Staff need to unwind after work</p> <p>Staff can experience stress about problem gamblers</p> <p>Staff can experience stress about difficult customers</p> <p>Staff can experience stress from heavy workloads</p> <p>Job dissatisfaction/boredom</p> <p>Staff need to escape from work stresses</p> <p>Staff want to be left alone</p> <p>Staff have to leave workplace soon after end of a shift</p>
<p>Frequent Exposure to Gambling</p> <p>Increases staff familiarity with gambling</p> <p>Increases staff interest in gambling</p> <p>Normalises gambling for staff</p> <p>Staff may have ready access to gambling</p> <p>Staff are surrounded by the lights, music and atmosphere</p> <p>Infrequent staff can gain distorted views about winning</p> <p>New or younger staff can be vulnerable</p> <p>Staff can lose sight of the value and ownership of money</p> <p>Increases perceived insider knowledge about gambling</p> <p>Staff become attracted to the gambling</p>	<p>Influence of Shift Work</p> <p>Staff can suffer social isolation</p> <p>Lack of alternative social opportunities for staff</p> <p>Lack of alternative recreational opportunities for staff</p> <p>Only gambling venues are open late at night</p> <p>Staff need to find solitary leisure activities</p> <p>Staff tend to socialise with other hospitality workers</p> <p>Staff gamble to fill in time between shifts</p> <p>Staff social life can revolve around the workplace</p> <p>Staff gamble while waiting for others to finish work</p> <p>Shift work makes it easier to hide heavy gambling</p> <p>Shift work leads to stress</p>

<p>environment</p> <p>Normalises heavy gambling for staff</p> <p>Triggers the temptation to gamble</p>	
<p>Influence of Fellow Employees</p> <p>Staff gamble together in their workplace</p> <p>Staff gamble together after work</p> <p>Staff gamble together on days off</p> <p>Staff directly encourage other staff to gamble</p> <p>Staff introduce other staff to gambling</p> <p>Staff share gambling tips</p> <p>Staff gamble on hospitality industry nights</p> <p>Staff travel away together to gamble</p> <p>Staff social club activities can encourage gambling</p> <p>Staff gamble before work</p> <p>Staff gamble to gain acceptance into the workgroup</p> <p>General acceptance of gambling amongst staff</p> <p>Gambling problems not taken seriously by staff</p>	<p>Frequent Exposure to Gambling Marketing & Promotions</p> <p>Promotions can act as a trigger</p> <p>Reinforces gambling as a way to win money</p> <p>Raises awareness of jackpot levels</p> <p>Increases knowledge about other promotions</p> <p>Staff get caught up in the excitement of promotions</p> <p>Worsens existing gambling problems</p>
<p>Influence of Venue Managers, Policies & Practices</p> <p>Managers are sometimes gamblers and set an example</p> <p>Managers gamble with staff</p> <p>Managers allow staff to gamble in the workplace</p> <p>Gambling can be a job requirement</p> <p>Workplace has a gambling culture</p> <p>Managers sometimes talk about big wins</p> <p>Managers might talk about gambling in a positive way</p> <p>Managers do not take gambling problems seriously</p>	<p>Other Aspects of the Workplace</p> <p>Some staff drink large quantities of alcohol</p> <p>Reluctance to expose problems due to fear of job loss</p> <p>Some staff have the opportunity to bet on credit</p> <p>Irregular wages of casual staff</p> <p>Low wages of some staff</p> <p>Young age group of staff</p> <p>Self-exclusion difficult due to embarrassment/ job loss</p> <p>Staff are overlooked in problem gambling</p> <p>Staff cannot gamble at workplace so problem undetected</p> <p>Access to cash and pay in their workplace</p> <p>Lack of alternative employment opportunities</p> <p>Staff may not have time to access help services</p> <p>The industry attracts gamblers and problem gamblers</p> <p>The industry attract outgoing people</p> <p>Staff receive gratuities drawing attention to wins</p> <p>Staff boredom</p>

Source: Hing and Breen (2006).

When comparisons were drawn amongst the groups interviewed, it was apparent that:

- the largest proportion of the employees perceived that the factors that mainly discourage staff gambling are responsible gambling training, venue managers and their policies and practices, and responsible gambling measures in the venue;
- the largest proportion of the problem gamblers and gambling counsellors perceived that none of the factors mainly discourage staff gambling;
- the largest proportion of the managers perceived that the factors that mainly discourage staff gambling are venue managers and their policies and practices, responsible gambling training, other responsible gambling measures, frequent exposure to gambling marketing and promotions, and frequent exposure to gambling.

However, again it should be noted that sizeable minorities of the interviewees had different views, and these should not be discounted in identifying potential risk and protective factors for gaming venue staff.

Table 2.2: Reasons why working in a gaming venue can discourage staff gambling

<p>Close Interaction with Gamblers Staff see problem or heavy gamblers and don't want to be like them Staff see negative responses to gambling losses Staff see the effects of problem gambling Staff see or hear about the losses Staff see the amount of money patrons spend on gambling Staff see the amount of time patrons spend gambling Staff see gambling as boring Can trigger problem recognition</p>	<p>Influence of Workplace Stressors Staff avoid gambling for stress relief Staff can be deterred by stress about problem gamblers Staff can be deterred by stress about difficult customers</p> <p>Influence of Shift Work Staff might go out less No gambling venues open after some shifts</p>
<p>Frequent Exposure to Gambling Staff can become sick of being around gambling and environment Staff see venue takings from gambling Staff have better knowledge of the odds of losing</p>	<p>Frequent Exposure to Gambling Marketing & Promotions Staff are aware of the low chance of winning promotions Promotions turn staff off</p>
<p>Influence of Fellow Employees Staff provide support or advice to stop gambling Staff hear about staff losses on gambling Friends from work want to avoid gambling venues Staff can trigger help-seeking</p>	<p>Influence of Responsible Gambling Training Raises awareness for staff of problem gambling and its signs Raises awareness for staff of the effects of problem gambling Raises awareness for staff of the poor odds in gambling Raises awareness for staff of ways to seek help Destigmatises problem gambling Can trigger help-seeking</p>
<p>Influence of Venue Managers, Policies & Practices Managers can provide support or advice to stop gambling A policy of no staff gambling in the workplace A proactive culture of responsible gambling Training and education courses Strict management policies</p>	<p>Influence of Other Responsible Gambling Measures Measures raise awareness of gambling problems Signage raises awareness of where to get help Can trigger problem recognition Staff involvement in self-exclusion of patrons deters staff from gambling</p>

Source: Hing and Breen (2006).

Table 2.3 summarises the reasons given by the interviewees for why working in a gaming venue potentially has no influence on gambling by gaming venue staff. In total, 65 reasons,

spanning nine categories of workplace factors, were endorsed. The casino managers and the problem gamblers were more limited in their endorsement of these reasons compared to the other groups.

When comparisons were drawn amongst the groups interviewed, it was apparent that:

- the largest proportion of the employees perceived that the factors that mainly have no influence on staff gambling are workplace stressors, and frequent exposure to gambling marketing and promotions;
- the largest proportion of the problem gamblers and gambling counsellors perceived that the factors that mainly have no influence on staff gambling are responsible gambling training, other responsible gambling measures in the venue, and venue managers and their policies and practices;
- the largest proportion of the managers perceived that the factors that have no influence on staff gambling are fellow employees, workplace stressors, and shift work.

Table 2.3: Reasons why working in a gaming venue can have no influence on staff gambling

<p>Close interaction with Gamblers</p> <p>Staff not allowed to discuss wins and losses with patrons Staff are either gamblers or non-gamblers anyway Some staff have little interaction with gamblers</p>	<p>Influence of Shift Work</p> <p>Staff have other hospitality friends to socialise with Staff find other activities in their time off Staff just want to go home after a shift Some staff have permanent shifts or do not do shift work Management strategies to minimise effects of shift work Management strategies to assist staff home Older staff have family commitments</p>
<p>Frequent Exposure to Gambling</p> <p>Staff are either gamblers or non-gamblers anyway Staff become immune to any influence Staff inductions point out the realities of gambling Staff are rotated between jobs or departments</p>	<p>Frequent Exposure to Gambling Marketing & Promotions</p> <p>Promotions are not attractive to the age group Staff are often not allowed to enter workplace promotions Staff who are not gamblers would not be influenced Venue does very little gambling marketing and promotions Heavy staff gamblers not attracted to promotions Staff are desensitised to marketing and promotions Management policies separate staff from these activities Small prizes are not attractive Venue has no linked jackpots</p>
<p>Influence of Fellow Employees</p> <p>Staff prefer not to socialise together Staff socialise by going out to drink instead Staff do not socialise due to family responsibilities Older staff are not interested in socialising Staff work with different people all the time Heavy gamblers prefer to gamble on their own No peer pressure to gamble or this pressure is resisted Being the only employee gambling in the workplace Staff may hide their gambling from fellow employees Staff have shared sports interests instead Some staff finish work alone Staff lose interest in socialising with other staff</p>	<p>Influence of Responsible Gambling Training</p> <p>Training is not readily available in all areas Training may not be done due to expense Training may not be done because it is voluntary May not encourage staff to reflect on their own gambling Training was not engaging People may be in denial about their own gambling Training can provide a false sense of security Staff sceptical about venue's commitment to RG Not all staff are trained Not all venues welcome training by counsellors Trainers not given enough time Training may not be done due to other difficulties</p>
<p>Influence of Venue Managers, Policies & Practices</p> <p>Staff do not mix with management Management restrict staff gambling only in workplace Mgt have no interest/knowledge of staff in their own time Management do not try to influence staff</p>	<p>Influence of Other Responsible Gambling Measures</p> <p>Staff don't look at signage/are sceptical about them Signs become too familiar Signs are aimed at patrons not staff Signage is too discreet Signage is misleading People may be in denial about their own gambling Signage can trigger gambling Staff are sceptical about responsible gambling measures Staff may not know about self-exclusion</p>
<p>Influence of Workplace Stressors</p> <p>Some staff are trained to better cope with stress The work is not stressful Staff de-stress in other ways Stress would not influence non-gamblers to gamble Supportive work environment</p>	

Source: Hing and Breen (2006).

2.2.6 Results for Objective Four

The interview data were also analysed to identify how gaming venues might provide a work environment that encourages responsible gambling and discourages problem gambling by gaming venue employees. Table 2.4 summarises the 34 venue strategies identified by the interviewees, grouped into seven major categories.

Table 2.4: Venue strategies perceived to encourage responsible gambling and discourage problem gambling amongst staff

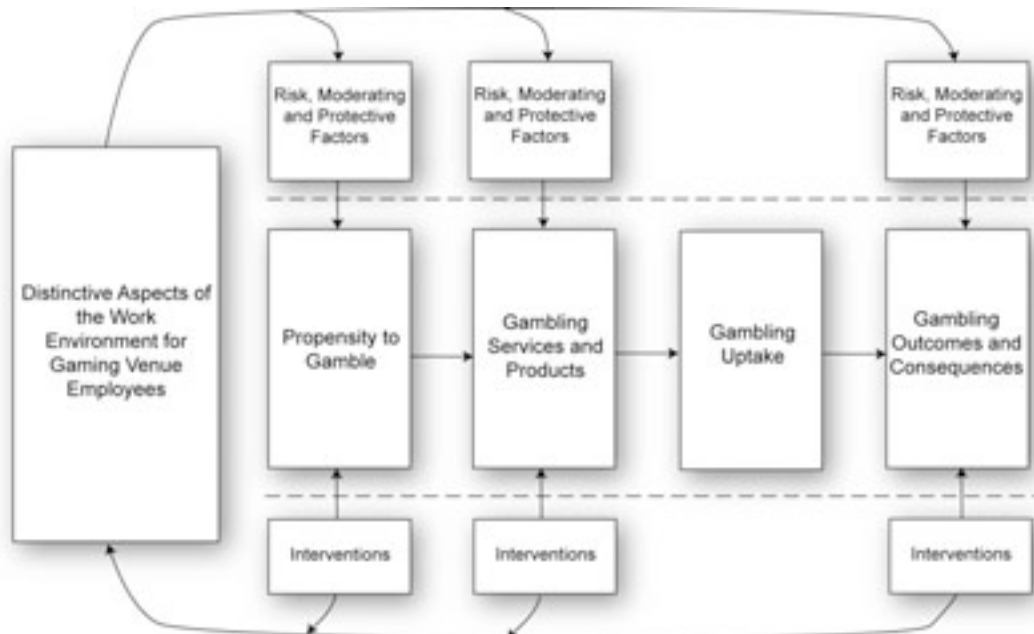
No Gambling in Workplace Policy to apply to all staff Lessens easy access Reduces temptation Protects staff and venue Prevents spending wages at venue	Promote a Stronger Culture of Responsible Gambling Change in workplace culture Managers to set good example More proactive management Generate responsible gambling culture amongst staff Widespread implementation of the QLD code of practice Involvement in Responsible Gambling Awareness Week
More Responsible Gambling Staff Training All staff should be trained Refresher courses needed Emphasise odds in gambling Emphasise effects of problem gambling Information about staff gambling Staff member dedicated to responsible gambling	Limit Access to Cash in Workplace Remove ATMs from close to gaming machines No advances on pay No staff wages in cash Minimise temptation of cash
Assist Staff with Gambling Problems Open communication Provide non-gambling related jobs Active management support Information/referrals for counselling Promote in-house counselling Remove fear of job loss Liaison with local services Help with exclusion Industry support for staff with gambling problems	Promote Staff Wellbeing Training in stress and conflict management Provide alternative social activities
	Other Measures Staff to witness gaming machine clearances Shield staff from sights and sounds

Source: Hing and Breen (2006).

2.2.7 Risk and Protective Factors and Interventions for Gaming Venue Staff

The study's results were synthesised into a theoretical framework of influences on gambling behaviours and outcomes for gaming venue staff. Drawing on a model by Thomas and Jackson (2004), propensity to gambling and gambling products and services are depicted as influencing gambling uptake by gaming venue staff, which in turn influences the outcomes and consequences of their gambling. Also consistent with the Thomas and Jackson model (2004), risk and protective factors and interventions relating to propensity to gamble, gambling products and services, and gambling outcomes and consequences for gaming venue staff are identified. Figure 2.1 shows our adapted model.

Figure 2.1: A Conceptual model of influences on gambling behaviours and outcomes for gaming venue staff



Source: adapted from Thomas & Jackson (2004:44).

Risk Factors Relating to the Propensity to Gamble

Ten risk factors relating to the propensity of gaming venue employees to gamble were identified.

- **Erroneous beliefs about winning at gambling.** Close interaction with gamblers can lead to distorted views, where staff hear about wins more than losses and witness the accompanying excitement. This fuels the hope of winning and a view of gambling as exciting and a way to make money, a view reinforced by venue marketing and the generally positive ‘spin’ put on gambling. Gratuities received when patrons win further draw attention to gambling wins.
- **Increased interest, familiarity and knowledge about gambling.** Staff interest in gambling may be heightened if they need to be familiar with gambling to perform their job. Some constantly hear about gambling as patrons share ‘hot tips’, lucky numbers and playing strategies, and there may be advertent or inadvertent encouragement to gamble from patrons, other employees and managers. Staff may feel well equipped to gamble, having the foundation knowledge of how to place bets, play games, participate in gambling promotions, and the like.
- **Erroneous beliefs about their own skill at gambling.** Increased staff familiarity with and knowledge about gambling may lead some to think they have insider knowledge which enhances their chances of winning. While this may be true for games involving skill, it is not for games of pure chance. Nevertheless, some staff reported that they watch machines in their venue, or receive advice on which ones to play from staff in other

venues, in the false belief that certain machines are ‘due’ to pay out and therefore the ‘best’ to play.

- **Gambling and heavy gambling are normalised.** Frequent exposure to gambling and a workplace culture of gambling seem to normalise gambling and heavy gambling. Extended gambling sessions and large bets may be considered typical and accepted styles of play. Seeing other people gamble heavily may lead some employees to view their own gambling as minimal, even if it is not. Staff can also lose sight of the value and ownership of money when gambling, being accustomed to seeing or handling large amounts of cash at work.
- **Socio-demographic characteristics of staff in gaming venues.** The relatively young age of most gaming venue staff is a risk factor, as they are less likely to have family and financial obligations to otherwise limit their gambling. Some interviewees suggested the industry attracts outgoing people who are less risk-averse, and gamblers and problem gamblers. Another risk-associated characteristic is the low and irregular wages many operational staff earn due to the casual status of their employment. Gambling may seem an attractive means to supplement their income.
- **Novelty factor amongst new, infrequent or young staff.** The survey results suggest younger and newer staff are more vulnerable to gambling problems. Several interviewees also noted that these staff are more likely to gain distorted views about winning, to be caught up in the fun and excitement of gambling, and to be less aware of associated risks, especially if they have not yet been trained in responsible gambling or witnessed machine clearances, coin counts and change booth operations, where the volume of gambling losses becomes apparent.
- **High alcohol consumption.** Alcohol consumption appears high and was a constant observation when we asked how staff typically deal with stress or unwind after work. The lowering of inhibitions accompanying alcohol consumption can prompt the start of a gambling session and lead to riskier styles of play. It also brings the person into a gambling environment if drinks after work, or on days off, take place in a hotel, club or casino.
- **Workplace stress can create the urge to gamble.** Gaming venue staff face numerous workplace stressors, including emotional labour when faced with difficult or intoxicated customers, ethical dilemmas about patrons with gambling problems, heavy, unpredictable workloads, shift work, boredom, job dissatisfaction, and the need to be constantly ‘upbeat’ and communicative. Staff may need to relax after work, to escape from workplace worries, and to have ‘time out’ from others. For some, gambling – particularly ‘zoning out’ on gaming machines – becomes appealing.
- **Limits on social life.** A legacy of shift work is that some staff can suffer social isolation as friends and family are generally working when they have time off. With limited recreational opportunities during the day and mid-week, gambling can become an attractive pastime for staff wanting solo entertainment. Split shifts exacerbate this where the work break is insufficient to go home. For staff who work late shifts, gaming venues are the only places open after work. Some staff tend to socialise with other hospitality workers who may also be active gamblers. Some return to their workplace during time off, and gamble, if allowed, in what is a familiar, comforting environment, while some frequent other venues where they know the staff, and/or gamble in their workplace while waiting for work colleagues to finish their shift.
- **Peer pressure to gamble.** Given the close social bonds that can develop amongst gaming venue staff due to other limitations on their social life, employees sometimes gamble due

to peer pressure. Gambling amongst staff occurs in the workplace via tipping competitions, punters' clubs and syndicates, and with work colleagues before and after work, on days off, during staff social club activities, during trips away, and on hospitality nights. Staff can introduce other staff to gambling, and participation can enhance acceptance into the work group. A desire to gain favour or build bonds with management, where managers are keen gamblers themselves, may encourage some employees to gamble.

Protective Factors Relating to the Propensity to Gamble

Five protective factors relating to the propensity of gaming venue employees to gamble were identified.

- **Exposure to problem and heavy gamblers is a deterrent.** Many interviewees had an aversion to heavy gamblers and did not want to be like them. Some were turned off by the distress, rudeness, anger and mood volatility that accompanied gambling losses. Some had witnessed the effects of gambling problems amongst patrons, such as relationship breakdowns, child neglect, personal neglect and poverty.
- **Gambling becomes unexciting or even stressful.** For some staff, any glamour, excitement and appeal of gambling had long been dispelled by virtue of their work experiences. These staff referred to gambling as boring, they were sick of being around gambling, found the accompanying lights and sounds annoying, were turned off by gambling promotions, and were deterred by the darkness and smokiness of the gambling environment. During their time off, the last environment they wanted to be in was a gaming room.
- **Increased awareness of gambling losses.** Staff sometimes hear about losses from patrons, see how much people spend, and see the venue's takings during machine clearances, when change booth tills are cleared, in count rooms and during banking. Staff can therefore have better knowledge of the poor odds of gambling than the general public, knowledge that is often reinforced during responsible gambling training.
- **Heightened knowledge of responsible gambling.** Training and venue-based responsible gambling measures can raise staff awareness of problem gambling and its signs, typical consequences of problem gambling, the poor odds in gambling, and ways to seek help for gambling problems. Involvement in self-exclusion can also deter staff from gambling, as can a proactive culture of responsible gambling in the venue.
- **Peer pressure and support to not gamble.** In some workplaces, it seems that a prevailing attitude of gambling as 'a mug's game' or that the staff member 'should know better' deterred staff from gambling.

Interventions Relating to the Propensity to Gamble

Three types of interventions targeting the propensity to gamble by gaming venue staff were identified.

- **Improved responsible gambling staff training.** Numerous improvements were suggested to heighten the effectiveness of training as an intervention. These were to train all staff, to conduct regular refresher courses, to better emphasise the odds in gambling, the negative effects of problem gambling, and risks for staff in their own gambling, for all staff to witness machine clearances, and to have a dedicated staff member to ensure training was regular and of high quality. More training, especially for newer and younger employees, might dispel erroneous beliefs and decrease the normalisation of gambling and heavy gambling.

- **Promote a stronger culture of responsible gambling.** A stronger culture of responsible gambling in the workplace could be promoted through proactive managers who lead by example, more widespread implementation of the *Queensland Responsible Gambling Code of Practice* and involvement in initiatives such as Responsible Gambling Awareness Week. This cultural change could promote healthier staff attitudes to gambling and lead to behavioural change.
- **Promote staff wellbeing.** The propensity of some staff to gamble and to develop gambling problems may be reduced by promoting staff wellbeing, by training staff in stress management and conflict resolution, and by providing and promoting alternative leisure activities. These may help staff deal with workplace and other stressors in alternative ways other than gambling and drinking, and provide alternative social and recreational opportunities.

Risk Factors Relating to Gambling Products and Services

Two major risk factors for gaming venue staff associated with gambling products and services were identified.

- **Increased access to gambling.** While no casinos allow staff to gamble in the workplace, about one-half of the clubs and hotels in the study allowed staff, other than those with gaming licences, to do so outside working hours. Staff allowed to gamble in their workplace have very high accessibility to gambling due to: the proximity and convenience of gambling in their workplace; their increased ease of use of gambling products given their knowledge and familiarity; its social accessibility in a familiar, inclusive environment; the opportunity to gamble in the workplace to unwind after work; and ready access to their bank accounts and wages through venue ATMs close to gambling opportunities. Even staff who are not allowed to gamble in their workplace have increased access to gambling compared to the general population due to: their increased ease of use of gambling products; its social accessibility where other venues are often familiar, non-threatening environments; because other venues may be the only places open when they finish a late shift; and a temptation for TAB and keno operators to gamble (illegally) on credit.
- **Exposure to gambling products and their marketing can trigger the urge to gamble.** Seeing other people win, hearing 'hot tips', seeing linked jackpot levels rise, witnessing the excitement of gambling promotions, frequent exposure to gambling marketing, being surrounded by the lights, music and atmosphere, and just being in the gambling environment for long time periods can trigger gambling by gaming venue staff. Most problem gamblers interviewed noted that working in a gambling environment triggered their urge to gamble and so contributed to the maintenance of their gambling problems.

Protective Factors Relating to Gambling Products and Services

Two protective factors relating to gambling products and services were identified for gaming venue staff.

- **Limits on access to gambling.** Strict management policies of no gambling in the workplace provide some protection for staff, although even staff who are not allowed to gamble in their workplace have heightened access to gambling. Exceptions are where casino staff are interested only in table games and so have to travel considerable distances to access these, and where staff finish work when all venues in the area are closed, removing the opportunity to gamble after work.

- **Exposure to gambling products and their marketing can raise awareness of poor odds.** Some staff become sceptical of gambling marketing and are more aware of the low chances of winning gambling promotions and jackpots, making them less receptive to marketing and promotional appeals.

Interventions Relating to Gambling Products and Services

Three interventions for gaming venue staff relating to gambling products and services were identified.

- **No gambling in the workplace.** A strict management policy of no gambling in the workplace may reduce, although not eliminate, heightened access to gambling by venue staff, as it lessens easy and convenient access, reduces temptation, and prevents staff from spending their wages at the venue. Several respondents advocated that this policy should apply to all staff, not just those with gaming licences, in recognition that non-gaming staff may also be at risk.
- **Limit access to cash in the workplace.** Ready availability of cash in the workplace was identified as a potential risk factor. Suggested interventions comprised no advances on staff wages, not paying staff in cash, and minimising the temptation of stealing cash and credit betting through strict surveillance and control procedures.
- **Limit exposure to gambling in the workplace.** Given that heightened exposure to gambling products and their marketing appears a risk factor, some managers rotate their frontline staff so they get a break from this exposure. One employee suggested staff should be shielded by containing gambling activities in separate gaming rooms.

Risk Factors Relating to the Outcomes and Consequences of Gambling

Six risk factors relating to the outcomes and consequences of gambling for gaming venue staff were identified.

- **Unhelpful attitudes to gambling problems.** Gaming venue staff should have greater awareness of problem gambling than the general population, but an unintended consequence is that some staff may have a false sense of security against developing gambling problems, and problems may not be taken seriously due to an attitude that staff should know better. Close friendships can also deter management or other staff from intervening.
- **Reluctance to expose a gambling problem.** Staff may be too embarrassed to admit a gambling problem and go to additional lengths to conceal it where they fear job loss. While most managers reported they would assist employees with gambling problems and try to find them non-gaming related positions, any threats (real or perceived) to the financial resources of staff are additional deterrents to admitting a problem and seeking help, thus exacerbating or prolonging negative impacts.
- **Lack of detection of gambling problems.** It may be very difficult for other people to detect a gambling problem, where staff are not allowed to gamble in their workplace, and where shift work makes it easy to gamble when family and friends are at work. The ability to conceal a gambling problem can make it easier to maintain self-denial.
- **Lack of social and family support.** Given the social isolation experienced by some venue staff, key support mechanisms that can encourage a person to admit, address and resolve a gambling problem may be absent. This may be exacerbated where staff move to an area for seasonal work.

- **Limited financial resources.** The low and irregular wages often earned by gaming venue staff may exacerbate the negative consequences of gambling as there are insufficient financial resources to fall back on as gambling losses mount.
- **Difficulties in addressing gambling problems.** Strategies to assist recovery from gambling problems may be limited for venue staff. They find it difficult to avoid triggers to gamble in their workplace, may lack alternative employment opportunities, face embarrassment self-excluding from their workplace or other gaming venues, particularly in small towns, and find it difficult to enter a program of regular counselling when working varying and unpredictable shifts.

Protective Factors Relating to the Outcomes and Consequences of Gambling

Two protective factors against the negative outcomes and consequences of gambling for venue staff were identified.

- **Responsible gambling initiatives can assist help-seeking.** Training, signage and involvement in self-exclusion might trigger problem recognition for some staff, raise awareness of how to get help, destigmatise problem gambling and encourage them to approach a counselling service.
- **Support from management and staff to address gambling problems.** Some interviewees noted that fellow employees and/or management were proactive in providing advice or support for staff to stop or cut down on their gambling, to seek help to control their gambling, or to suggest alternative leisure activities.

Interventions Relating to the Outcomes and Consequences of Gambling

Three interventions relating to outcomes and consequences of gambling for gaming venue staff were identified.

- **Supportive management attitudes.** Open communication with management was considered a precursor to appropriate interventions. Supportive attitudes and assurances that a gambling problem would be kept confidential and not threaten their job were important issues raised for staff.
- **Provide alternative jobs in the venue.** Management can intervene by removing a staff member with gambling problems from the gambling environment by finding them an alternative position, by organising self-exclusion from workplace gaming areas, and by helping with self-exclusion from other venues.
- **Provide assistance with help-seeking.** Managers can intervene by providing information about and referrals to counselling, and by helping to liaise with local counselling services on a staff member's behalf. In larger organisations, in-house counselling services may be appropriate if staff feel that confidentiality will be maintained.

Table 2.5 summarises the risk factors, protective factors and interventions relating to the propensity to gamble, gambling products and services, and gambling outcomes and consequences for gaming venue employees.

Table 2.5: Risk factors, protective factors and interventions for gaming venue staff

	Risk Factors	Protective Factors	Interventions
Propensity to gamble	Erroneous beliefs about winning at gambling Increased interest, familiarity and knowledge about gambling Erroneous beliefs about their own skill at gambling Gambling and heavy gambling are normalised Socio-demographic characteristics (young age, low socio-economic status) Novelty factor amongst new, infrequent or young staff High alcohol consumption Workplace stress can create the urge to gamble Limits on social life Peer pressure to gamble	Exposure to heavy gamblers is a deterrent Gambling becomes unexciting or even stressful Increased awareness of gambling losses Heightened knowledge of responsible gambling Peer pressure and support to not gamble	More responsible gambling training Promote a stronger culture of responsible gambling Promote staff wellbeing
Gambling products and services	Increased access to gambling Exposure to gambling products and marketing can trigger gambling	Limits on access to gambling Exposure to gambling products and marketing can raise awareness of poor odds	No gambling in the workplace Limit access to cash in the workplace Limit exposure to gambling in the workplace
Gambling outcomes and consequences	Unhelpful attitudes to gambling problems Reluctance to expose a problem Lack of detection of gambling problems Lack of social and family support Limited financial resources Difficulties in addressing gambling problems	Responsible gambling initiatives can assist help-seeking Support from management and staff to address gambling problems	Supportive management attitudes Provide alternative jobs in the venue Provide assistance with help-seeking.

Source: Hing and Breen (2006).

2.2.8 Conclusion to Study One

While exploratory in nature, the research presented in Study One was able to reach a number of conclusions. First, staff who work in gaming venues appear an at-risk group for developing gambling problems. Second, this risk for some staff stems from a variety of factors relating to working in a gambling environment that heighten their propensity to gamble, their accessibility to gambling and their receptivity to gambling marketing and promotions, and that compound the negative outcomes and consequences of their gambling. Third, numerous workplace factors also protect some staff by deterring them from gambling, by lowering their propensity to gamble, by building immunity to the appeal of gambling products and services, and by minimising harmful outcomes from gambling. Finally, there are strategies that venues can implement to better encourage responsible gambling and discourage the development and maintenance of gambling problems amongst their staff. While it was beyond the scope of Study One to make specific recommendations, the research has drawn attention to the numerous risk factors faced by gaming venue staff in their employment and the range of

interventions that can be implemented in gaming venues to enhance staff wellbeing in relation to gambling.

2.3 CHAPTER CONCLUSION

This chapter has referred readers to Study One, *Gambling by Employees of Queensland Gaming Venues: Workplace Influences on Responsible Gambling and Problem Gambling* (Hing and Breen, 2006), for a comprehensive review of the literature relevant to this study and reviewed key aspects of that study to contextualise the current research project. It will be apparent in the next chapter that the methodology for Study Two complements Study One by providing a quantitative analysis of workplace influences on gambling by gaming venue staff and is directly informed by the results of Study One.

CHAPTER THREE RESEARCH METHODS

3.1 INTRODUCTION

This chapter explains the methods used in this study. It commences with an overview of the research design, and then details the research methods in terms of survey instrument development, sampling, survey administration, response rates and an overall profile of the survey respondents.

3.2 RESEARCH DESIGN

This study used a survey of employees of hotels, clubs and casinos in Queensland to provide a quantitative analysis of workplace influences on gambling by gaming venue staff. All data were entered into SPSS and appropriate statistical tests applied. An overview of the methods to address each of the six research objectives is presented, with more details in later sections of this chapter.

To address Objective One (to provide a quantitative analysis of the gambling behaviour of Queensland gaming venue employees, particularly in terms of responsible gambling and problem gambling), the survey incorporated relevant questions from the *Canadian Problem Gambling Index* (2001) to collect quantitative data on employees' gambling involvement (gambling participation, frequency, duration and expenditure) and problem gambling behaviour (non-problem, low-risk, medium-risk and problem gambling). These were analysed and then compared to the *Queensland Household Gambling Survey 2003-04* (Queensland Government, 2005b).

To address Objective Two (to measure and assess the contribution of various risk factors in their workplace to gambling problems amongst Queensland gaming venue employees), this study drew on the qualitative results from Study One which identified numerous potential risk factors for gaming venue staff in developing and addressing gambling problems. A scale to measure the respondents' experience of these risk factors was then developed and incorporated into the survey. A factor analysis then grouped these risk factors into coherent factors and a profile analysis (SPSS General Linear Model Repeated Measures) used to examine relationships between these risk factors and problem gambling amongst the gaming venue employees.

To address Objective Three (to measure and assess the contribution of various protective factors in their workplace to responsible gambling amongst Queensland gaming venue employees), this study drew on the qualitative results from Study One which identified numerous potential protective factors for gaming venue staff against developing and being able to address gambling problems. A scale to measure the respondents' experience of these protective factors was then developed and incorporated into the survey. A factor analysis then grouped these protective factors into coherent factors and a profile analysis (SPSS General Linear Model Repeated Measures) used to examine relationships between these protective factors and problem gambling amongst the gaming venue employees.

To address Objective Four (to measure and assess the potential effectiveness of various venue strategies in encouraging responsible gambling and discouraging problem gambling amongst Queensland gaming venue employees), the survey incorporated a scale to measure respondents' agreement or disagreement that each of the venue strategies identified in Study One would assist gaming venue staff in preventing and addressing a gambling problem. These

were factor analysed and compared amongst non-problem gamblers, low risk, moderate risk and problem gamblers to identify any significant differences.

A research framework indicating the key variables examined in the study is presented in Figure 3.1, where the risk factors, protective factors and venue strategies are based on those identified from Study One.

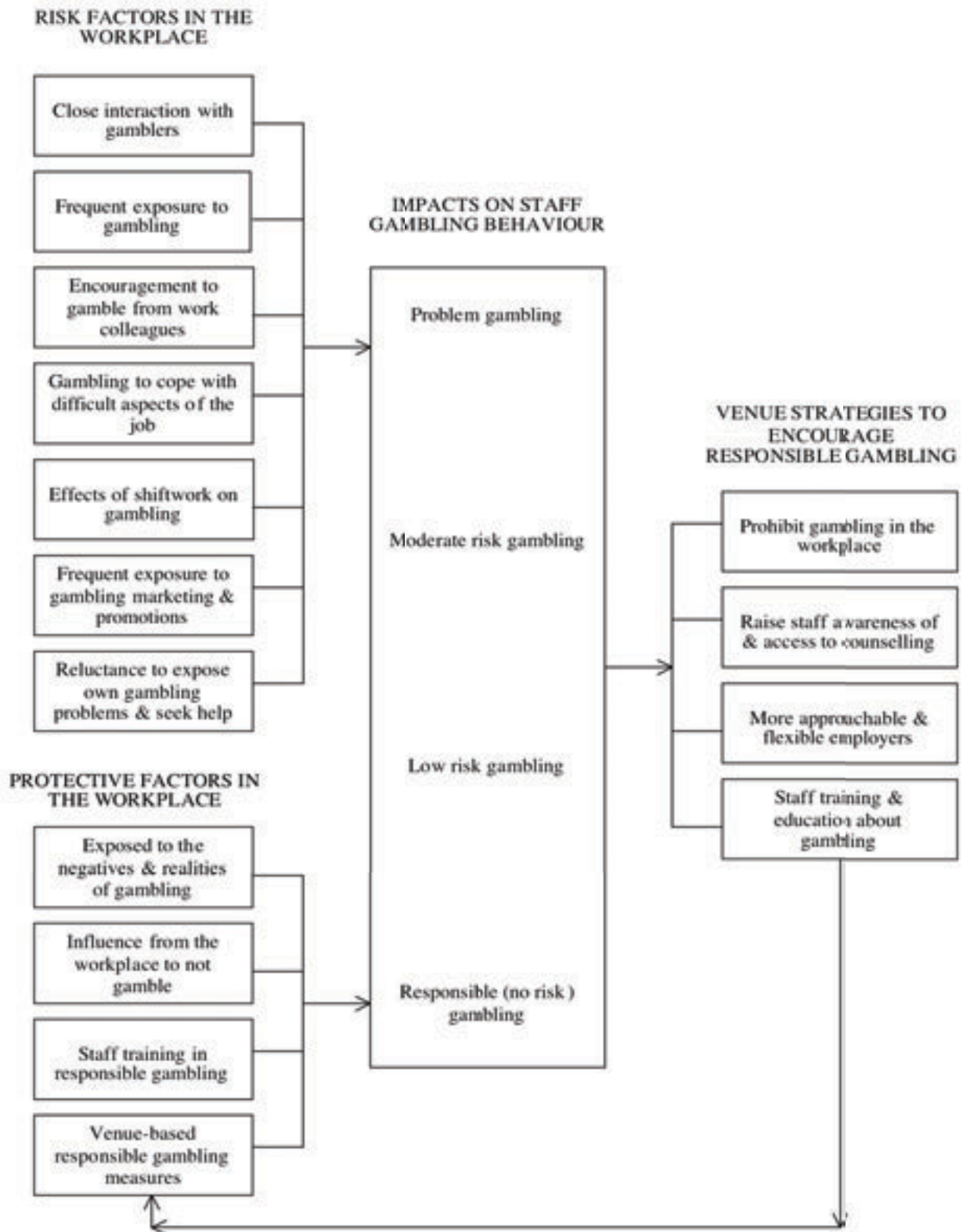


Figure 3.1: Proposed Research Model

3.3 INSTRUMENT DEVELOPMENT AND PILOT TESTING

Addressing the four objectives of the survey research required developing a suitable survey instrument. Informed primarily by the results from Study One (the qualitative study), a draft survey instrument was developed, then refined based on industry advice, expert statistical advice and pilot testing. This section explains these processes.

3.3.1 Draft Survey Development

To address the research objectives, the survey instrument needed to capture data relating to several areas, as explained below.

Workplace, Employment and Demographic Characteristics of the Respondents

Section One of the survey instrument contained questions on the following workplace, employment and demographic characteristics of respondents. These questions reflected personal, workplace and employment characteristics that became apparent from Study One as potentially influencing staff involvement in gambling, and allowed later analysis of the results by these variables.

- job title;
- employment basis;
- level of current job;
- whether the job is directly involved with gambling;
- whether the job is mainly front-of-house or back-of-house;
- frequency of working around the venue's gambling facilities and activities;
- type of gaming venue the respondent currently works in;
- number of gaming machines in the current workplace;
- whether the respondent is allowed to gamble on gaming machines, the TAB and enter gambling promotions in the workplace;
- type of venue the respondent has ever worked in;
- length of time working in gaming venues;
- length of training in responsible gambling;
- age;
- sex.

Risk Factors for Gaming Venue Employees

Section Two of the survey instrument contained questions on potential risk factors for developing a gambling problem for employees working in gaming venues. These risk factors were derived from Study One, which reported 81 reasons raised by the interviewees for why working in a gaming venue can encourage staff gambling. Some of these 81 reasons related more closely to workplace influences on problem recognition and help-seeking by employees and so were included in Section Four of the survey instrument (discussed below). The remaining reasons were converted into statements requiring responses on a 4-point Likert scale from 'strongly disagree' to 'strongly agree'. For reasons of parsimony, some reasons were combined when they were very similar or overlapped. In total, 41 potential risk factors were included in the survey questionnaire. These were grouped into seven sub-sections,

which broadly reflected the major themes identified in Study One for how working in a gaming venue can encourage staff gambling:

- access to gambling;
- exposure to gambling and gambling promotions;
- interaction with gamblers;
- influence of other staff;
- influence of management and venue policies and practices;
- influence of workplace stressors;
- influence of shiftwork.

Protective Factors for Gaming Venue Employees

Section Three of the survey instrument contained questions on potential protective factors against developing a gambling problem for employees working in gaming venues. These protective factors were derived from Study One, which reported 37 reasons raised by the interviewees for why working in a gaming venue can discourage staff gambling. Some of these 37 reasons related more closely to workplace influences on problem recognition and help-seeking by employees and so were included in Section Four of the survey instrument (discussed below). The remaining reasons were converted into statements requiring responses on a 4-point Likert scale from 'strongly disagree' to 'strongly agree'. For reasons of parsimony, some reasons were combined when they were very similar or overlapped. In total, 18 protective factors were included in the survey questionnaire. These were grouped into three sub-sections, which broadly reflected the major themes identified in Study One for how working in a gaming venue can discourage staff gambling;

- exposure to gambling, gamblers and gambling promotions;
- influence of other staff, managers and venue policies and practices;
- access to gambling and influence of shiftwork.

Problem Recognition and Help-Seeking by Gaming Venue Employees

In Study One, several reasons were given by the interviewees for why working in a gaming venue might influence the willingness and capacity of employees to recognise a gambling problem in themselves and to seek help. Section Four of the survey instrument for the current study contained five statements reflecting reasons why working in a gaming venue might encourage this, and six reasons for why it might discourage this. Again, these statements required responses on a 4-point Likert scale from 'strongly disagree' to 'strongly agree'.

Responsible Gambling Strategies for Gaming Venue Employees

Section Five of the survey instrument contained 18 questions on ways that gaming venues might help encourage responsible gambling and discourage problem gambling amongst their staff. Again, these were derived from the suggestions made by the interviewees in Study One. These suggestions were expressed as statements, requiring responses on a 4-point Likert scale from 'strongly disagree' to 'strongly agree'.

The Gambling Behaviour of Gaming Venue Employees

Questions to measure the gambling behaviour of the survey respondents (Section Six) were sourced mainly from the *Canadian Problem Gambling Index* (CPGI) (Canadian Centre on

Substance Abuse, 2001), on which relevant questions from the *Queensland Household Gambling Survey 2003-04* (Queensland Government, 2005b) were modelled. Specifically, this section of the survey instrument included:

- the *Problem Gambling Severity Index* (nine questions from the CPGI);
- the CPGI questions on frequency of play (ten questions specific to each type of gambling activity that Queensland residents have access to);
- the CPGI questions on duration of gambling (nine questions specific to each type of gambling. Duration of playing lottery-type games was not asked as this was deemed not to be useful data);
- the CPGI questions on monthly gambling expenditure (ten questions specific to each type of gambling activity);
- one question developed specifically for the survey instrument, asking whether the respondent's gambling has 'generally decreased, increased or not changed' since working in a gaming venue.
- two questions developed specifically for the survey instrument, asking how frequently the respondent gambles on gaming machines and the TAB in their workplace.

Additional Comments

A final question in the survey instrument invited respondents to make any additional comments about staff gambling and if it is influenced by working in gaming venues.

3.3.2 Industry Advice for Refining the Survey Instrument

The draft survey instrument was forwarded for vetting to the relevant managers of Tabcorp (which operates Jupiter's Gold Coast, Treasury and Jupiter's Townsville Casinos), the Reef Casino, Clubs Queensland, the Queensland Hotels Association, the Australian Leisure and Hospitality Group and the Hotels Division of the Coles Group. In most instances, the Principal Researcher met with these managers in person to discuss the survey questions, and further discussions ensued by either telephone or email. Several suggestions for changes were made. Clearer wording was suggested for some questions, any potentially 'double-barrelled' questions were rephrased, and the response categories on the Likert scales were re-ordered with 'strongly disagree' on the left and 'strongly agree' on the right, rather than vice versa. In some instances, suggested changes were not made if the Principal Researcher felt that this would jeopardise the ability to address the research objectives and/or lower the credibility of the research. In all, four drafts of the survey instrument were developed over about three months before all parties were willing to proceed.

3.3.3 Statistical Advice on the Survey Instrument

During the development and refinement of the survey instrument, the Principal Researcher sought advice from Southern Cross University's Research Methodologist, an expert in quantitative methods. More specifically, advice was taken on the clarity of questions and instructions, types of measurement scales, and data analysis techniques.

3.3.4 Pilot Testing the Survey Instrument

The survey instrument was pilot tested with 25 employees from one gaming venue. The venue provided a room on-site for the Principal Researcher, and the employees came to the room during work time, either individually or in small groups, to complete the questionnaire. The

Principal Researcher explained the purpose of the survey and asked these employees to identify any questions that they thought were unclear, needed different or additional response categories, or were otherwise difficult to answer. These were then discussed and more appropriate wording developed in consultation with these employees. Three changes were made:

- Question 5: a category of ‘both’ was added as a response category to the question ‘Is your job mainly front-of-house (in view of customers) or back-of-house (not in view of customers)?’;
- Question 6: the original wording of ‘In your job, how much exposure do you have to the venue’s gambling facilities and activities?’ (response categories: ‘very high’, ‘reasonably high’, ‘only a little’, ‘none’) was deemed unclear, and was changed to ‘When at work, how often are you around your venue’s gambling facilities and activities?’ (response categories: ‘never’, ‘sometimes’, ‘most of the time’, ‘almost always’);
- Section 6: ‘instant lotto’ was replaced with ‘scratchies’, as the latter term was more familiar to the employees.

3.3.5 The Final Survey Instrument

The final questionnaire contained 145 questions grouped into the six sections described above. It is included as Appendix A.

3.4 SURVEY ADMINISTRATION

3.4.1 Survey Administration to Casino Employees

All four casinos in Queensland participated in the research by allowing and organising a sample of their employees to complete the survey questionnaire. This section explains key steps in this process.

Survey Population, Sample Size and Selection

As the survey aimed to collect a total of about 1,000 responses from employees in hotels, clubs and casinos in Queensland, 300 responses from casino employees was considered an appropriate target.

To select the sample at the Tabcorp casinos, the Principal Researcher was supplied with a list of divisions, departments and the number of employees in each department for each of the three casino properties. Employees from cage operations, table games, electronic gaming, safety and security, surveillance, food and beverage service, kitchens, facility cleaning, housekeeping, guest relations, concierge and guest services were deemed suitable for inclusion in the study population, while employees from those departments with largely a management or administrative function were excluded (e.g. human resource, marketing, public relations, legal compliance, sales and customer relations). From these lists, it was calculated that 130 staff from Jupiter’s Gold Coast Casino, 110 from Treasury Casino and 40 staff from Jupiter’s Townsville Casino would give appropriate numbers of respondents from each property which were proportionate to their total employee numbers. Within each of these properties, the numbers of employees from each department were chosen, again in rough proportion to the total number of employees within each department. At the Reef Casino, a different method of sampling was used, for expediency. The casino manager was simply asked for all department heads to be advised of the survey and to request that they each ask five of their employees to complete the survey.

In summary, the sample of casino employees aimed for 130 staff from the 2,154 at Jupiter's Casino, 110 staff from the 1,622 at Treasury Casino, 40 staff from the 500 at Jupiter's Townsville Casino and 30 staff from about 400 at the Reef Casino. However, it should be noted that the total number of staff employed at these casinos includes full-time, part-time and casual staff, and these numbers can vary on a seasonal basis. Apart from requesting these numbers of respondents, the researcher had no control over which employees were asked by their department heads to complete the survey. However, completion of the survey was entirely voluntary for these staff.

Conducting the Survey

All casino surveys were conducted on-site at the respective properties. At the Reef and Jupiter's Townsville casinos, the casino allocated a room to the Principal Researcher and the employees were released from duties for about 30 minutes to complete the survey on a nominated day, between about 9am and 7pm. At the two remaining casinos, the larger number of staff required for survey completion meant they could not all be released from duty to complete the survey within a reasonable time frame. Thus, the Responsible Gambling Manager of both properties distributed the required number of surveys to each department head, who then asked that number of employees to complete it. The department heads then collected the completed surveys (in sealed envelopes marked 'confidential') or employees took their completed surveys direct to the properties' mail rooms for return to the Principal Researcher. The casino surveys were conducted between March and May 2007.

Responses Generated

Responses from casino staff comprised 25 from the Reef Casino, 37 from Jupiter's Townsville Casino, 134 from Jupiter's Gold Coast Casino and 123 from Treasury Casino. Some staff illnesses and an unexpected peak in patronage led to lower than the anticipated completions at the Reef Casino, and staff illnesses resulted in less than the required number from Jupiter's Townsville Casino. Because these surveys were conducted first, the required numbers from Jupiter's Gold Coast Casino and Treasury Casino were increased to attain the total target number of casino employees. In the end, this target was exceeded, with 319 responses received.

3.4.2 Survey Administration to Hotel Employees

Accessing a sample of hotel employees was inherently a more difficult task than for the casinos, due to the large number of hotels and therefore the inability to survey employees on-site. This section explains the processes used to recruit the sample of hotel employees by an alternative means.

Survey Population, Sample Size and Selection

There are around 1,200 hotels in Queensland, of which 771 have gaming machines (Australian Gaming Council, 2007). Given the desire to collect a total of around 1,000 responses from hotel, club and casino employees, 400 responses from hotel employees was considered an appropriate target. After discussions with the Queensland Hotels Association (QHA), agreement was reached for three copies of the survey to be included in an edition of the *QHA Update*, a fortnightly publication, distributed to the 900 hotels in Queensland who are members of the QHA. Thus, 2,700 surveys were distributed. Receiving 400 completed responses required a 15 per cent response rate, which was considered achievable.

Conducting the Survey

The QHA published a cover story (Appendix B) on the survey, which requested each hotel manager who received the *QHA Update* to ask three staff to complete the enclosed surveys and return them directly to the researcher in the reply-paid envelopes supplied. Instructions were to ask one employee working directly in gaming, one other front-of-house employee and one back-of-house employee, to help to gather responses from employees in a range of hotel positions. However, if this was not possible, hotel managers were asked to have any three of their staff complete and return the survey. Again, the researcher had no control over which hotel employees were approached to complete the survey, and participation by both the hotels in distributing the survey and employees in completing it were voluntary. The *QHA Update* and enclosed surveys were mailed out on 27 April 2007.

Responses Generated

The hotel survey distribution yielded 109 responses from staff, a very disappointing result. It is not known whether the key reasons for such a low return was that the hotel managers did not distribute the surveys or that employees who received them did not complete and return them. In addition, no incentive was given for staff to complete the survey, as this was not allowed at that time by Southern Cross University's Human Research Ethics Committee. Certainly, the low returns sound a warning for future surveys attempting similar distribution methods. Given the poor result, a second round of survey distribution was conducted via an online survey, as discussed later.

3.4.3 Survey Administration to Club Employees

Accessing a sample of club employees was also difficult, due to the large number of clubs and therefore the inability to survey employees on-site. This section explains the processes used to recruit the sample of club employees by an alternative means.

Survey Population, Sample Size and Selection

There are around 700 clubs in the state, of which 581 have gaming machines (Australian Gaming Council, 2007). Given the desire to collect a total of around 1,000 responses from hotel, club and casino employees, 300 responses from club employees was considered an appropriate target. After discussions with Clubs QLD, agreement was reached for three copies of the survey to be included in an edition of *Club Insight*, a six-weekly publication, distributed to all Queensland clubs. The *Club Insight* mailing list has about 1,000 contacts, and includes suppliers and other interested parties, as well as clubs. Thus, 3,000 surveys were distributed. Receiving 300 completed responses from the 700 clubs which receive *Club Insight* required a 14 per cent response rate, which was considered achievable.

Conducting the Survey

Clubs QLD was unable to publish a cover story on the survey, as the front page had already been allocated, but they did publish an article on the survey inside the publication (Appendix C). Because it was felt that some club managers might not see that article, the surveys and reply-paid envelopes were enclosed in a separate envelope with a cover letter (Appendix D), and addressed 'To the Club Manager'. These envelopes were then inserted in *Club Insight*. Again, the cover letter and article requested each club manager who received *Club Insight* to ask three staff to complete the enclosed surveys and return them to the researcher in the reply-paid envelopes supplied. Instructions were to ask one employee working directly in gaming, one other front-of-house employee and one back-of-house employee, to help to gather responses from employees in a range of club positions. However, if this was not possible,

club managers were asked to have any three of their staff complete and return the survey. Again, the researcher had no control over which club employees were approached to complete the survey, and participation by both the clubs in distributing the survey and employees in completing it were voluntary. Copies of *Club Insight* with the enclosed surveys were mailed out at the end of June 2007.

Responses Generated

The rate from the club employees was even worse than from hotel staff, with only 25 completed surveys received. Again, it is not known whether the key reasons for such a low return was that the club managers did not distribute the surveys or that employees who received them did not complete and return them. However, having the surveys in a separate envelope inside *Club Insight* may have meant some club managers did not even open the envelope. Not providing an incentive for survey completion may have also lowered the response rate. Again, the low returns sound a warning for future surveys attempting similar distribution methods. Given the poor result, a second round of survey distribution was conducted via an online survey, as discussed below.

3.4.4 Online Survey

Due to the very disappointing response rates to the surveys distributed via the QHA and Clubs QLD publications, a supplementary method was used to try to boost the number of responses from hotel and club employees. After discussions with the Research and Community Engagement Division (now the Policy and Research Branch) of the QOGR, it was decided to put the survey online and invite hotel and club staff to complete it via a mail out from the Queensland Branch of the Liquor, Hospitality and Miscellaneous Workers' Union (LHMU). It should be noted that the Principal Researcher had originally arranged to conduct all surveys via the Queensland Branch of the LHMU, as this organisation is the only known one with a mailing list of gaming venue staff in Queensland (albeit, not all staff). However, the peak industry bodies were concerned that this would lead to a biased sample, and offered to help with survey distribution via their publications instead. However, as noted above, this yielded an extremely poor response rate. After discussions with the Research and Community Engagement Division of the QOGR, it was felt appropriate for the LHMU mailing list to be used to advise hotel and club staff that they could complete the survey online, and care was taken to ensure the survey was not seen as being endorsed by the LHMU. The Principal Researcher then negotiated with the LHMU in August 2007 for an advertisement about the online survey to be placed in their next newsletter to hospitality employees in Queensland. However, this newsletter was then postponed for several months as the LHMU's energies were then being directed into the upcoming Federal election, with a focus on newsletters from the National Branch, rather than the state branches of the LHMU.

Given that the LHMU had still not sent out a Queensland hospitality newsletter by December 2007, the Principal Researcher finally negotiated for the Queensland Branch of the LHMU to do a dedicated mail out of notices about the online survey. To ensure that the survey was not seen as being endorsed by the LHMU, these notices were put into Southern Cross University envelopes, forwarded in bulk to the LHMU, who then attached mailing labels and sent them out. Southern Cross University paid for the mail out and at no time had access to the LHMU mailing list. The mail out was conducted in January 2008 to all LHMU Queensland members working in hospitality (approximately 1,750 members). The enclosed notice (Appendix E) invited employees of hotels and clubs in Queensland who had not already completed the paper-based survey to do so online and provided instructions on how to do this. The Human Research Ethics Committee at Southern Cross University had changed its policy on incentives by this time, so a \$20 StarCash voucher was provided as reimbursement for completing the

online survey. This allows the recipient to redeem the voucher for \$20 worth of petrol or any other goods sold at any Caltex service station in Australia. The online survey attracted another 22 responses from hotel employees and 34 from club employees. Again this was a disappointing result. Admittedly, the timing of the online survey during the Christmas break was not ideal, but by this stage the research project was running seriously behind the planned timelines. Given the many delays which had occurred in the data collection phase, it was decided that no further attempts would be made to boost the sample of hotel and club staff.

3.5 SUMMARY OF SURVEY RESPONSES

Table 3.1 summarises the number and sources of survey responses attained. Clearly, the sample is predominated by casino employees, while club employees are particularly under-represented. Additionally, the target number of responses (1,000) was not attained, although sufficient responses were gathered to allow the data analysis to proceed and for the research objectives to be addressed.

Table 3.1: Number and distribution of survey responses

Venue staff	Casino Staff	Hotel Staff	Club Staff	Not stated	Total
Reef Casino staff	25				25
Jupiter's Townsville Casino staff	37				37
Jupiter's Gold Coast Casino staff	134				134
Treasury Casino staff	123				123
Hotel employees (paper survey)		109			109
Hotel employees (online survey)		22			22
Club employees (paper survey)			25		25
Club employees (online survey)			34		34
Missing				2	2
Total	319	131	59	2	511

3.6 CHARACTERISTICS OF RESPONDENTS

This section summarises the key demographic, workplace and employment characteristics of the 511 survey respondents to provide a preliminary profile of the sample.

3.6.2 Demographic Characteristics

Table 3.2 shows the age and sex categories of respondents. Respondents ranged in age from 18 to 78, with a mean of 36.6 and a median of 36.0 years. The respondent sample was predominated by females (56.8 per cent) which aligns with the proportion of females employed across Australian gambling industries (Australian Bureau of Statistics, 2006a, 2006b).

Table 3.2: Age and sex categories of respondents

Age category	Male		Female		Total	
	N	%	N	%	N	%
18-24 years	26	12.1	65	23.2	91	18.4
25-34 years	55	25.7	80	28.6	135	27.3
35-44 years	76	35.5	62	22.1	138	27.9
45-54 years	43	20.1	56	20.0	99	20.0
55-64 years	12	5.6	15	5.4	27	5.5
65+ years	2	0.9	2	0.7	4	0.8
Total	214	43.3	280	56.7	494	100.0

3.6.3 Workplace Characteristics

As noted earlier, the survey respondents were predominated by casino employees (62.7 per cent), with a further one-quarter (25.7 per cent) working in hotels and 11.6 per cent working in clubs, as shown in Table 3.3. This meant the respondents' workplaces were also dominated by large venues, as casinos in Queensland are the only venues allowed more than 280 machines (Table 3.4). Six respondents worked in venues with no gaming machines, about one-quarter (26.4 per cent) worked in venues with less than 40 machines, and 10 per cent worked in venues with 41-280 machines, reflecting the maximum numbers of machines allowed in hotels (40 machines) and clubs (280 machines) in Queensland.

Table 3.3: Venue types respondents currently work in

Venue type	Frequency	Valid %	Cumulative %
Hotel	131	25.7	25.7
Club	59	11.6	37.3
Casino	319	62.7	100.0
Valid total	509	100.0	
Missing	2		
Total	511		

Table 3.4: Number of gaming machines in respondent's venue

No. of machines	Frequency	Valid %	Cumulative %
None	6	1.2	1.2
1-20	44	8.6	9.8
21-40	91	17.8	27.6
41-100	8	1.6	29.2
101-150	8	1.6	30.7
151-200	12	2.3	33.1
201-280	23	4.5	37.6
More than 280	319	62.4	100.0
Valid total	511		
Missing	0		
Total	511		

3.6.4 Employment Characteristics

As shown in Table 3.5, the proportion of permanent full-time staff amongst the respondents (57.8 per cent) was higher than the proportions of casual (25.6 per cent) and permanent part-time staff (16.6 per cent), while operational staff (53.5 per cent) outnumbered supervisory (27.7 per cent) and management (18.8 per cent) staff (Table 3.6).

Table 3.5: Employment basis of respondents

Employment basis	Frequency	Valid %	Cumulative %
Permanent full time	293	57.8	57.8
Permanent part time	84	16.6	74.4
Casual	130	25.6	100.0
Valid total	507	100.0	
Missing	4		
Total	511		

Table 3.6: Job level of respondents

Job Level	Frequency	Valid %	Cumulative %
Operational	268	53.5	53.5
Supervisory	139	27.7	81.2
Management	94	18.8	100.0
Valid total	501	100.0	
Missing	10		
Total	511		

Many respondents had worked in gaming venues prior to their current position. When asked what types of gaming venues they had ever worked in, 44.5 per cent had worked in hotels, 30.2 per cent had worked in clubs, 53.9 per cent had worked in casinos, 12.0 per cent had worked in a TAB, 7.9 per cent had worked a racetrack, and one respondent had worked in a bingo hall, one on a cruise liner and one in a function room where gambling activities were available. It should be noted that some casino staff identified as being employed by a hotel rather than a casino, as their duties were involved with the hotel, not casino, operations. However, for the purposes of all later analyses, casino staff refer to the 319 staff who were surveyed in their workplace at one of the four casinos. The mean length of time respondents had been working in gaming venues was 9.1 years, with a median of 8.0 years.

3.6.5 Involvement in Workplace Gambling Operations

The vast majority of the sample (78.7 per cent) assisted patrons with at least one type of gambling-related activity while at work (Table 3.7). As shown in Table 3.8, nearly one-half assisted with gaming machine operations (46.8 per cent), two-fifths with gaming promotions (40.7 per cent), about one-third with cashier/change booth operations (36.0 per cent), keno (34.0 per cent) or casino table games (33.0 per cent), about one-fifth with TAB/Sportsbook operations (20.8 per cent), about one-eighth with cage operations (13.0 per cent), but only a small proportion with bingo (3.1 per cent).

Table 3.7: Respondents who assist patrons with any gambling-related activity at work

Assists patrons with gambling activity	Frequency	Valid %	Cumulative %
No	108	21.3	21.3
Yes	400	78.7	100.0
Valid total	508	100.0	
Missing	3		
Total	511		

Table 3.8: Respondents who assist patrons with different gambling activities at work

Assists with...	No % ^a	Yes % ^a
Gaming machines	53.2	46.8
Casino table games	67.0	33.0
Bingo	96.5	3.1
Gaming promotions	59.3	40.7
Cage operations	87.0	13.0
TAB/Sportsbook	79.2	20.8
Keno	66.0	34.0
Cashier/change booth	64.0	36.0

^a based on the valid percentage of n = 511.

Reflecting the high involvement in workplace gambling operations, the vast majority of respondents had undergone some training in responsible gambling (95.6 per cent), with most (55.8 per cent) completing more than one day of this training (Table 3.9).

Table 3.9: Length of responsible gambling training of respondents

Length of training	Frequency	Valid %	Cumulative %
None	22	4.4	4.4
A few hours	82	16.5	21.0
Half a day	54	10.9	31.9
One day	61	12.3	44.2
More than 1 day	277	55.8	100.0
Valid total	496	100.0	
Missing	15		
Total	511		

Given the large proportions of respondents who were actively involved with their workplace gambling operations, it was not surprising that the vast majority of respondents worked in front-of-house positions (62.1 per cent) or a position with both front and back-of-house duties (31.4 per cent) (Table 3.10). A small proportion worked only in back-of-house positions (6.5 per cent). Clearly however, not all front-of-house positions involved working around gambling activities, with 11.5 per cent of the surveyed staff reporting they are ‘never’ around gambling activities and facilities while at work (Table 3.11). However, nearly three-quarters (72.4 per cent) reported being around these activities and facilities ‘almost always’ or ‘most of the time’.

Table 3.10: Front-of-house or back-of-house positions amongst respondents

Front or back of house	Frequency	Valid %	Cumulative %
Front of house	314	62.1	62.1
Back of house	33	6.5	68.6
Both	159	31.4	100.0
Valid total	506	100.0	
Missing	5		
Total	511		

Table 3.11: Frequency of respondents working around gambling facilities and activities

Frequency	Frequency	Valid %	Cumulative %
Never	58	11.5	11.5
Sometimes	81	16.0	27.5
Most of the time	80	15.8	43.4
Almost always	286	56.6	100.0
Valid total	505	100.0	
Missing	6		
Total	511		

3.6.6 Gambling in the Workplace

Only small proportions of respondents were allowed to gamble in their workplace during time off. Only 3.4 per cent of respondents were allowed to gamble on their workplace gaming machines, 6.6 per cent were allowed to enter workplace gaming promotions and 16.3 per cent were allowed to gamble on the TAB in their workplace (Tables 3.11-3.13). This result was surprising, given that Study One (the qualitative phase) found that approximately half of the staff interviewees were allowed to gamble in their workplace during time off (Hing and Breen, 2006). The current result also reflects the large proportion of casino respondents who cannot gamble in their workplace at any time.

Table 3.12: Whether respondent is allowed to gamble on gaming machines in the workplace

Can play machines during time off...	Frequency	Valid %	Cumulative %
Yes, at any time during time off	5	1.0	1.0
Yes, but only in time off & when not in uniform	12	2.4	3.4
No, not at all	486	96.6	100.0
Valid total	503	100.0	
Missing	8		
Total	511		

Table 3.13: Whether respondent is allowed to gamble on the TAB in the workplace

Can gamble on TAB during time off...	Frequency	Valid %	Cumulative %
Yes, at any time during time off	10	2.0	2.0
Yes, but only in time off & when not in uniform	60	12.3	14.3
No, not at all	419	85.7	100.0
Valid total	489	100.0	
Missing	22		
Total	511		

Table 3.14: Whether respondent is allowed to enter gambling promotions in the workplace

Can enter gaming promotions during time off...	Frequency	Valid %	Cumulative %
Yes, at any time during time off	9	1.8	1.8
Yes, but only in time off & not in uniform	15	3.0	4.8
No, not at all	474	95.2	100.0
Valid total	498	100.0	
Missing	13		
Total	511		

3.7 CHAPTER CONCLUSION

This chapter has outlined the research methods used in this study, based on a survey of hotel, club and casino employees in Queensland. After providing an overview of the research design, it detailed procedures for survey instrument development, sampling and survey administration, and provided a profile of the survey respondents. In summary, the survey did not gain the targeted number of responses (1,000), despite utilising both a mail survey and an online survey with incentives to respond. Instead, 511 responses were gained, Casino staff were over-represented and club staff particularly under-represented. Nevertheless, the survey did capture sufficient variation amongst the demographic, workplace and employment characteristics of respondents to allow the necessary analyses to proceed. The next chapter addresses the first research objective by analysing the gambling behaviour of the survey respondents.

CHAPTER FOUR

GAMBLING BEHAVIOUR AND PROBLEM GAMBLING

4.1 INTRODUCTION

This chapter presents and analyses the research results pertinent to addressing Research Objective One. This objective aimed to provide a quantitative analysis of the gambling behaviour of Queensland gaming venue employees, particularly in terms of responsible gambling and problem gambling. To address this objective, the first half of the chapter focuses on the gambling behaviour of the survey respondents in terms of gambling participation, frequency, usual duration and expenditure. The second half of the chapter focuses on non-problem, low risk, moderate risk and problem gambling amongst the survey respondents, as measured by the *Canadian Problem Gambling Index* (Canadian Centre on Substance Abuse, 2001). Profiles of the four CPGI groups of gamblers, in terms of their gambling behaviour and workplace, employment and demographic characteristics, conclude the chapter.

4.2 GAMBLING BEHAVIOUR

The first half of this chapter examines the gambling behaviour of the survey respondents in terms of participation, frequency, expenditure and duration.

4.2.1 Gambling Participation

In this section, gambling participation is considered in terms of overall participation in gambling, the number of different gambling activities respondents engaged in, participation rates for the different types of gambling, and comparisons with the gambling statistics for the Queensland population.

Overall, 483 of the 511 survey respondents gambled on at least one activity during the preceding 12 months for a participation rate of 94.5 per cent. These 483 gamblers had participated in an average of 3.5 different gambling activities.

Respondents were asked to indicate how often they had gambled on each of the ten surveyed activities during the previous 12 months, with participation rates then calculated accordingly, as shown in Table 4.1. Of note is that, during the previous 12 months:

- the majority of respondents had gambled on lotto/scratchies/lottery/pools (85.2 per cent) and gaming machines (67.6 per cent);
- nearly one-half had gambled on keno (48.6 per cent);
- over one-third had engaged in TAB gambling (36.8 per cent);
- nearly one-quarter had gambled privately (23.9 per cent);
- nearly one-fifth had gambled at a racetrack (19.9 per cent) and on sportsbetting (17.8 per cent);
- about one in seven had gambled on casino games, either at a land-based casino (14.9 per cent) or on the internet (13.1 per cent);
- about one in 11 (8.9 per cent) had gambled on bingo.

Table 4.1: Participation in different gambling activities

Type of gambling	Staff % ^a	QLD % ^b	Difference in % points	Difference in multiplier
Lotto/scratchies/lottery/pools	85.2	67.3	+17.9	1.3
Bingo	8.9	3.5	+5.4	2.5
Keno	48.6	16.5	+32.1	2.9
Gaming machines	67.6	32.2	+35.4	2.1
TAB betting	36.8	} 16.4	+20.4	2.2
Racetrack betting	19.9			
Casino games	14.9	5.6	+9.3	2.7
Sportsbetting	17.8	4.4	+13.4	4.0
Internet casino games	13.1	0.3	+12.8	43.7
Private gambling	23.9	1.8	+22.1	13.3

^a based on the valid percentage of n = 511.

^b based on results of the *Queensland Household Gambling Survey 2003-04* (Queensland Government, 2005b).

Table 4.1 also shows gambling participation rates from the *Queensland Household Gambling Survey 2003-04* (Queensland Government, 2005b). It is evident that the participation rates of the staff survey respondents exceeded that for the Queensland population for every type of gambling activity for which comparisons can be made. Of note is that:

- the staff participation rate for gambling on internet casino games was over 40 times higher than for the Queensland population, while the staff participation rate for private gambling is over 13 times higher. The most likely explanation for this is the predominance of casino employees in the sample, who must travel considerable distances if they wish to play casino games at a land-based casino. Reef Casino employees must travel at least to Townsville to play casino games, while those at the other three Queensland casinos, all owned by Tabcorp, can only gamble at the Reef Casino in Queensland or must travel interstate. However, they cannot gamble at Star City Casino in Sydney NSW, as it also owned by Tabcorp. Thus, playing casino games on the internet and private gambling may be attractive options. This contention was also supported in Study One, where it was found that numerous table games dealers interviewed participated regularly in private card games and casino nights, often involving considerable sums of money;
- the staff participation rate was four times that of the Queensland population for gambling on sporting events (4.0 times);
- the staff participation rate was over double that of the Queensland population for gambling on keno (2.9 times), casino games (2.7 times), bingo (2.5 times), horse and greyhound races (2.2 times) and gaming machines (2.1 times);
- the staff participation rate was only marginally higher than that of the Queensland population for gambling on lottery products (1.3 times).

4.2.2 Gambling Frequency

In this section, gambling frequency of the 511 survey respondents is considered in terms of overall frequency for each type of gambling and of gambling in the workplace, characteristics of those who gamble regularly on the most popular types of gambling, and how these compare with the gambling statistics for the Queensland population.

Respondents were asked to indicate how often they gambled on each of the ten surveyed activities during the previous 12 months, with response categories provided, as shown in Table 4.2. On a **weekly** basis:

- about one-quarter (26.1 per cent) played lotto/scratchies/lottery/pools;
- nearly one in ten played gaming machines (9.7 per cent) and gambled at a TAB (8.7 per cent);
- about one in 15 gambled on keno (6.7 per cent);
- smaller proportions gambled on internet casino games (4.1 per cent), sportsbetting (3.8 per cent), private gambling (3.5 per cent), racetrack betting (1.8 per cent), bingo (1.2 per cent) and casino games (0.4 per cent).

Table 4.2: Frequency of gambling on different activities (all respondents)

Type of gambling	Daily % ^a	2-6 times a week % ^a	Once a week % ^a	Once a fortnight % ^a	Once a month % ^a	< Once a month % ^a	Never % ^a
Lotto/scratchies/lottery/pools	1.0	7.0	18.1	9.5	13.4	36.2	14.8
Bingo	0.0	0.4	0.8	0.6	1.5	5.5	91.1
Keno	0.4	2.3	4.0	4.0	10.3	27.7	51.4
Gaming machines	0.4	2.5	6.8	9.8	13.9	34.2	32.4
TAB betting	0.4	3.3	4.8	3.3	4.2	20.7	63.2
Racetrack betting	0.2	0.6	1.0	1.0	1.9	15.1	80.1
Casino games	0.0	0.0	0.4	0.6	0.8	13.0	85.1
Sportsbetting	0.4	1.3	2.1	2.5	1.9	9.6	82.2
Internet casino games	1.7	1.3	1.1	1.9	2.1	5.1	86.9
Private gambling	0.6	0.6	2.3	2.5	4.2	13.6	76.1

^a based on the valid percentage of n = 511.

Direct comparisons with the *Queensland Household Gambling Survey 2003-04* (Queensland Government, 2005b) are difficult, given the differing ways respondents were asked about frequency of gambling in each survey. In the Queensland population study, respondents were asked how many times per year they gambled on each activity. However, this question was considered difficult for respondents to answer, so the staff survey provided the response categories shown in Table 4.2 (which also aligned with the categories used in the Canadian Problem Gambling Index [Canadian Centre on Substance Abuse, 2001]). Nevertheless, a rough comparison of regular gambling amongst the two sets of respondents can be gained by comparing those in the Queensland study who gambled on each activity ‘53+ times per year’

and those in the staff survey who gambled on each activity ‘daily’, ‘2-6 times per week’ or ‘about once a week’.

Although this comparison is somewhat tenuous, it appears that higher proportions of staff than of the Queensland population gamble about once a week or more frequently on all activities for which comparisons can be drawn (Table 4.3), particularly for gambling on sporting events (17.8 times higher). The proportion of staff respondents was over four times higher for weekly gambling on horse/dog races (4.6 times higher), keno (4.6 times higher) and casino table games (4.3 times higher), about triple for gaming machines (2.9 times higher) and double for bingo (2.0 times higher).

Table 4.3: Frequency of gambling about weekly amongst gamblers on each activity: staff vs QLD population

Type of gambling	Staff % ^a	QLD % ^b	Difference in % points	Difference in multiplier
Bingo	13.5	6.7	+6.8	2.0
Keno	13.8	3.0	+10.8	4.6
Gaming machines	14.4	4.9	+9.5	2.9
Horse/dog races	23.1	5.0	+18.1	4.6
Casino games	2.6	0.6	+2.0	4.3
Sportsbetting	21.4	1.2	+20.2	17.8

^a based on the valid percentage of n = 511.

^b based on results of the *Queensland Household Gambling Survey 2003-04* (Queensland Government, 2005b).

Despite this profile of being more active gamblers than the general Queensland population, very small proportions of the staff respondents gambled on gaming machines in their workplace (4.7 per cent) or at a TAB in their workplace (11.8 per cent), as shown in Tables 4.4 and 4.5. It is illegal for staff to gamble on keno in their workplace in Queensland. Due to these small numbers, gambling in the workplace by staff was not considered further in the statistical analysis.

Table 4.4: Frequency of gambling on gaming machines in the workplace

Frequency	Frequency	Valid %	Cumulative %
Never	378	95.3	95.3
Sometimes	2	0.4	95.7
Most of the time	3	0.6	96.3
Almost always	18	3.7	100
Valid total	483	100.0	
Missing	28		
Total	511		

Table 4.5: Frequency of gambling on the TAB in the workplace

Frequency	Frequency	Valid %	Cumulative %
Never	303	82.4	88.2
Sometimes	24	5.0	93.2
Most of the time	11	2.3	95.5
Almost always	21	4.4	100
Valid total	477	100.0	
Missing	34		
Total	511		

4.2.3 Characteristics of Regular Gamblers

The characteristics of regular gamblers amongst the staff respondents were considered next. Regular gambling is defined here as gambling at least once a week on a particular gambling activity. Weekly gambling by the staff respondents on the surveyed activities has been reported above. In this section, the characteristics of regular gamblers amongst the staff respondents for each of the most popular types of non-lottery type gambling are considered – gaming machines, TAB and keno. These were subjected to chi square analyses to test for significant differences amongst non-regular gamblers and regular gamblers, with significant differences amongst these two groups shown in Table 4.6.

From Table 4.6, it can be observed that higher proportions of **regular gaming machine** gamblers amongst the 511 staff respondents:

- assisted patrons with at least one gambling-related activity while at work;
- assisted patrons with gaming machine operations while at work;
- worked around the venue's gambling activities and facilities 'almost always', 'most of the time' or 'sometimes', rather than 'never';
- were employed in a hotel or club, rather than a casino;
- were male, rather than female.

Table 4.6: Employment, workplace and demographic characteristics of regular and non-regular gaming machine gamblers

Characteristic	Non-regular gamblers % ^a	Regular gamblers % ^a
Employment basis:		
Full-time	90.2	9.8
Part-time/casual	90.2	9.8
Job level:		
Operational	91.1	8.9
Supervisory	91.0	9.0
Management	86.9	13.1

Assist patrons with any gambling activity:	$(\chi^2 = 10.817, p \leq .001, df = 1)$	
No	99.0	1.0
Yes	88.0	12.0
Assist patrons with gaming machines:	$(\chi^2 = 9.396, p \leq .002, df = 1)$	
No	94.1	5.9
Yes	85.8	14.2
Front vs back of house position:		
Front of house	88.6	11.4
Back of house	96.8	3.2
Both	92.1	7.9
Works around venue's gambling facilities:	$(\chi^2 = 11.482, p \leq .009, df = 3)$	
Never	98.2	1.8
Sometimes	95.9	4.1
Most of the Time	92.1	7.9
Almost always	86.4	13.6
Type of venue employed in:	$(\chi^2 = 6.784, p \leq .034, df = 2)$	
Hotel	86.6	13.4
Club	83.3	16.7
Casino	92.8	7.2
Length of responsible gambling training:		
None	95.0	5.0
A few hours	89.7	10.3
Half a day	88.2	11.8
One day	96.5	3.5
More than one day	89.1	10.9
Age category:		
18-24 years	91.0	9.0
25-34 years	90.8	9.2
35-44 years	91.5	8.5
45-54 years	85.7	14.3
55-64 years	88.5	11.5
65 years or over	100.0	0.0
Sex:	$(\chi^2 = 5.901, p \leq .015, df = 1)$	
Male	86.4	13.6
Female	93.1	6.9

^a based on the valid percentage of the number of respondents within each category of characteristic, therefore varying n.

From Table 4.7, it can be observed that higher proportions of **regular TAB** gamblers amongst the 511 staff respondents:

- held management or supervisory, rather than operational positions;
- assisted patrons with at least one gambling-related activity while at work;
- assisted patrons with TAB/Sportsbook operations while at work;
- worked around the venue's gambling activities and facilities 'almost always', 'most of the time' or 'sometimes', rather than 'never';
- were employed in a hotel or club, rather than a casino;
- were male, rather than female.

Table 4.7: Employment, workplace and demographic characteristics of regular and non-regular TAB gamblers

Characteristic	Non-regular gamblers % ^a	Regular gamblers % ^a
Employment basis:		
Full-time	90.2	9.8
Part-time/casual	93.1	6.9
Job level:	$(\chi^2 = 8.927, p \leq .012, df = 2)$	
Operational	94.5	5.5
Supervisory	90.3	9.7
Management	84.1	15.9
Assist patrons with gambling activities:	$(\chi^2 = 4.783, p \leq .020, df = 1)$	
No	96.9	3.1
Yes	90.0	10.0
Assist patrons with TAB/Sportsbook:	$(\chi^2 = 25.591, p \leq .000, df = 1)$	
No	94.8	5.2
Yes	78.4	21.6
Front vs back of house position:		
Front of house	92.2	7.8
Back of house	93.5	6.5
Both	89.4	10.6
Works around venue's gambling facilities:	$(\chi^2 11.482, p \leq .009, df = 3)$	
Never	98.2	1.8
Sometimes	91.9	8.1
Most of the Time	85.3	14.7
Almost always	91.5	8.5
Type of venue employed in:	$(\chi^2 7.161, p \leq .028, df = 2)$	
Hotel	86.6	13.4
Club	87.8	12.2

Casino	94.0	6.0
Length of responsible gambling training:		
None	100.0	0.0
A few hours	91.0	9.0
Half a day	90.0	10.0
One day	91.2	8.8
More than one day	91.3	8.7
Age category:		
18-24 years	93.3	6.7
25-34 years	92.3	7.7
35-44 years	92.9	7.1
45-54 years	87.8	12.2
55-64 years	84.6	15.4
65 years or over	100.0	0.0
Sex:	$(\chi^2 = 14.234, p \leq .000, df = 1)$	
Male	85.8	14.2
Female	95.6	4.4

^a based on the valid percentage of the number of respondents within each category of characteristic, therefore varying n.

From Table 4.8, it can be observed that higher proportions of **regular keno** gamblers amongst the 511 staff respondents:

- assisted patrons with at least one gambling-related activity while at work;
- assisted patrons with keno operations while at work;
- worked around the venue's gambling activities and facilities 'almost always', 'most of the time' or 'sometimes', rather than 'never';
- were employed in a hotel or club, rather than a casino.

Table 4.8: Employment, workplace and demographic characteristics of regular and non-regular keno gamblers

Characteristic	Non-regular gamblers % ^a	Regular gamblers % ^a
Employment basis:		
Full-time	94.9	5.1
Part-time/casual	91.1	8.9
Job level:		
Operational	94.9	5.1
Supervisory	93.2	6.8
Management	87.8	12.2

Assist patrons with gambling activities:	$(\chi^2 = 7.272, p \leq .012, df = 1)$	
No	99.0	1.0
Yes	91.8	8.2
Assist patrons with keno:	$(\chi^2 = 12.455, p \leq .000, df = 1)$	
No	96.2	3.8
Yes	87.7	12.3
Front vs back of house position:		
Front of house	92.5	7.5
Back of house	100.0	0.0
Both	93.4	6.6
Works around venue's gambling facilities:	$(\chi^2 = 11.466, p \leq .009, df = 3)$	
Never	100.0	0.0
Sometimes	97.3	2.7
Most of the Time	86.5	13.5
Almost always	92.6	7.4
Type of venue employed in:	$(\chi^2 = 19.291, p \leq .000, df = 2)$	
Hotel	88.1	11.9
Club	83.7	16.3
Casino	97.0	3.0
Length of responsible gambling training:		
None	100.0	0.0
A few hours	94.8	5.2
Half a day	94.2	5.8
One day	96.5	3.5
More than one day	91.6	8.4
Age category:		
18-24 years	95.5	4.5
25-34 years	93.8	6.2
35-44 years	92.9	7.1
45-54 years	92.1	7.9
55-64 years	88.5	11.5
65 years or over	75.0	25.0
Sex:		
Male	92.6	7.4
Female	93.8	6.3

^a based on the valid percentage of the number of respondents within each category of characteristic, therefore varying n.

In summary, the regular staff gamblers on gaming machines, TAB betting and keno were characterised by being actively involved in operating those gambling activities while at work, worked frequently around the venue's gambling facilities and activities, and were employed in a hotel or club. Regular gaming machine and TAB gamblers also tended to be male.

4.2.4 Gambling Duration

This section presents and analyses the survey results in terms of the reported duration of each type of gambling. Respondents were asked how many hours and minutes they normally spend each time they gamble on each activity. However, this question was not asked for gambling on lotto/scratchies/lottery/pools, where the length of a gambling session is not meaningful data. Some extreme outliers in the data also suggest caution should be applied for reported duration of gambling at a TAB or racetrack or on sportsbetting, as duration of gambling may have been interpreted inconsistently by respondents to mean either the time spent placing bets or the time spent placing bets *and* watching the race or sporting event. All data on duration were categorised to reduce the influence of outliers.

Table 4.9 shows the frequency distributions for usual duration of gambling on each activity. When gambling for longer than one hour amongst **all respondents** is considered:

- about one-fifth reported normally spending more than one hour gambling on gaming machines (22.6 per cent) and private gambling (18.2 per cent);
- about one-tenth reported normally spending more than one hour gambling on racetrack betting (10.3 per cent), TAB betting (9.5 per cent) and keno (9.1 per cent);
- about one in twelve reported normally spending more than one hour gambling on internet casino games (8.4 per cent) and casino table games (7.6 per cent);
- smaller proportions reported normally spending more than one hour gambling on bingo (5.5 per cent) and sportsbetting (4.6 per cent).

Table 4.9: Number of minutes usually spent gambling on different activities (all respondents)

Type of gambling	0 % ^a	1-5 % ^a	6-10 % ^a	11-30 % ^a	31-60 % ^a	61-120 % ^a	121-180 % ^a	>180 % ^a
Bingo	92.6	0.0	0.8	0.4	0.6	2.1	2.1	1.3
Keno	54.5	6.1	8.0	13.1	9.3	4.9	1.5	2.7
Gaming machines	36.3	3.2	5.7	19.0	13.3	9.9	3.6	9.1
TAB betting	66.9	6.1	3.4	6.8	7.4	3.0	2.3	4.2
Racetrack betting	82.7	3.0	1.5	1.5	1.1	2.7	2.1	5.5
Casino games	86.3	0.2	0.6	2.1	3.2	1.7	0.8	5.1
Sportsbetting	85.4	1.5	2.7	4.2	1.5	2.3	0.8	1.5
Internet casino games	89.2	0.2	0.2	0.8	1.1	2.5	1.3	4.6
Private gambling	78.2	0.0	0.0	0.6	3.0	3.8	2.5	11.9

^a based on the valid percentage of n = 511.

Next, gambling for longer than one hour amongst **all gamblers** is considered (Table 4.10). Amongst participants on each gambling activity, it is apparent that:

- over three-quarters reported normally spending more than one hour gambling on private gambling (83.8 per cent), internet casino games (78.0 per cent) and bingo (74.7 per cent);
- over one-half reported normally spending more than one hour gambling on racetrack betting (59.8 per cent) and casino table games (55.4 per cent);
- about one-third reported normally spending more than one hour gambling on gaming machines (35.4 per cent) and sportsbetting (31.4 per cent);
- over one-quarter reported normally spending more than one hour gambling on TAB betting (28.9 per cent);
- about one-fifth reported normally spending more than one hour gambling on keno (19.9 per cent).

Table 4.10: Number of minutes usually spent gambling on different activities (all gamblers)

Type of gambling	1-5 % ^a	6-10 % ^a	11-30 % ^a	31-60 % ^a	61-120 % ^a	121-180 % ^a	>180 % ^a
Bingo	0.0	10.9	5.5	8.2	28.5	28.5	17.7
Keno	13.4	17.5	28.7	20.4	10.7	3.3	5.9
Gaming machines	5.0	8.9	29.8	20.8	15.5	5.6	14.3
TAB betting	18.4	10.3	20.6	22.4	9.1	7.0	12.7
Racetrack betting	17.4	8.7	8.7	6.4	15.7	12.2	31.9
Casino games	1.5	4.4	15.3	23.4	12.4	5.8	37.2
Sportsbetting	10.2	18.4	28.6	10.2	15.7	5.5	10.2
Internet casino games	1.9	1.9	7.4	10.2	23.2	12.1	42.7
Private gambling	0.0	0.0	2.8	13.8	17.5	11.5	54.8

^a based on the valid percentage of the number of gamblers on that activity, therefore varying n.

Next, usual duration of gambling was considered amongst regular gamblers, that is, those who gambled on the activity at least once a week. As shown in Table 4.11, compared to non-regular gamblers, higher proportions of the regular gamblers usually gambled for longer than 30 minutes on gaming machines, TAB betting and keno.

Table 4.11: Usual duration of gambling on gaming machines, TAB and keno (regular and non-regular gamblers)

No. of minutes usually spent gambling on...	Non-regular	Regular
Gaming machines:	$(\chi^2 = 38.705, p \leq .000, df = 4)$	
<30 minutes	67.1	26.1
31-60 minutes	12.4	23.9
61-120 minutes	10.0	13.0
121-180 minutes	2.7	13.0
>180 minutes	7.8	23.9
TAB betting:	$(\chi^2 = 107.791, p \leq .000, df = 4)$	
<30 minutes	87.9	30.0
31-60 minutes	6.3	22.5
61-120 minutes	2.7	7.5
121-180 minutes	1.2	12.5
>180 minutes	1.9	27.5
Keno:	$(\chi^2 = 53.8331, p \leq .000, df = 4)$	
<30 minutes	84.5	40.6
31-60 minutes	8.3	21.9
61-120 minutes	4.0	18.8
121-180 minutes	0.7	12.5
>180 minutes	2.4	6.3

^a based on the percentage of respondents who gambled on that activity less than weekly, therefore varying n.

^b based on the percentage of respondents who gambled on that activity at least weekly, therefore varying n.

4.2.5 Gambling Expenditure

The survey respondents were asked how much money, not including winnings, they spent on each type of gambling surveyed in a typical month (during the last 12 months). This section presents and analyses these results in terms of overall gambling expenditure, expenditure on each type of gambling, and expenditure by regular gamblers. Due to the presence of outliers, gambling expenditure figures were categorised.

When expenditure of more than \$20 per month during the previous 12 months is considered amongst **all respondents (Table 4.12)**, it is apparent that:

- about one-third spent more than \$20 per month on gambling machines (34.8 per cent);
- over one-quarter spent more than \$20 per month on lotto/scratchies/lottery/pools (27.8 per cent);
- about one-seventh spent more than \$20 per month on TAB betting (13.6 per cent);
- nearly one-tenth spent more than \$20 per month on private gambling (9.6 per cent) and keno (9.4 per cent);

- about one in 13 spent more than \$20 per month on racetrack betting (7.8 per cent) and casino table games (7.5 per cent)
- only small proportions spent more than \$20 per month on internet casino games (4.0 per cent) and bingo (1.7 per cent).

Table 4.12: Monthly expenditure in \$ on gambling on different activities (all respondents)

Type of gambling	\$0	\$1-10	\$11-20	\$21-50	\$51-100	>\$100
Lotto/scratchies/lottery/pools	19.6	32.5	20.1	19.4	6.1	2.3
Bingo	94.5	1.8	2.0	1.3	0.4	0.0
Keno	57.3	23.0	10.3	5.3	2.8	1.3
Gaming machines	38.4	15.6	11.2	15.1	9.0	10.7
TAB betting	70.7	11.0	4.6	5.7	3.7	4.2
Racetrack betting	84.3	5.5	2.4	2.9	2.2	2.7
Casino games	88.8	1.8	2.0	1.1	2.9	3.5
Sportsbetting	87.0	5.5	2.2	2.0	1.5	1.8
Internet casino games	93.8	1.3	0.9	1.3	1.1	1.6
Private gambling	83.5	3.3	3.5	3.7	2.2	3.7

^a based on the valid percentage of n = 511.

As shown in Table 4.13, when expenditure of more than \$20 per month during the previous 12 months is considered amongst **all gamblers**, it is apparent that:

- about two-thirds spent more than \$20 per month on casino games (66.1 per cent) and internet casino games (64.0 per cent);
- more than one-half spent more than \$20 per month on private gambling (58.4 per cent) and gaming machines (56.5 per cent);
- nearly one-half spent more than \$20 per month on racetrack betting (49.8 per cent) and TAB betting (46.6 per cent);
- over two-fifths spent more than \$20 per month on sportsbetting (41.0 per cent);
- around one-third spent more than \$20 per month on lottery games (34.6 per cent) and bingo (31.0 per cent);
- over one-fifth spent more than \$20 per month on keno (22.0 per cent).

Table 4.13: Monthly expenditure in \$ on gambling on different activities (all gamblers)

Type of gambling	\$1-10 % ^a	\$11-20 % ^a	\$21-50 % ^a	\$51-100 % ^a	>\$100 % ^a
Lotto/scratchies/lottery/pools	40.4	25.0	24.1	7.6	2.9
Bingo	32.9	36.5	23.7	7.3	0.0
Keno	53.9	24.1	12.4	6.6	3.0
Gaming machines	25.3	18.2	24.5	14.6	17.4
TAB betting	37.7	15.8	19.5	12.7	14.4
Racetrack betting	35.1	15.3	18.5	14.1	17.2
Casino games	15.9	17.6	9.7	25.6	30.8
Sportsbetting	42.6	17.0	15.5	11.6	13.9
Internet casino games	20.8	14.4	20.8	17.6	25.6
Private gambling	20.1	21.3	22.5	13.4	22.5

^a based on the valid percentage of the number of gamblers on each activity, therefore varying n.

Next, monthly gambling expenditure was considered amongst regular gamblers, that is, those who gambled on the activity at least once a week. As shown in Table 4.14, compared to non-regular gamblers, higher proportions of the regular gamblers spent more than \$20 per month on gaming machines, TAB betting and keno.

Table 4.14: Monthly gambling expenditure on gaming machines, TAB and keno (regular and non-regular gamblers)

Monthly expenditure on...	Non-regular gamblers % ^a	Regular gamblers % ^b
Gaming machines:	$(\chi^2 = 131.919, p \leq .000, df = 3)$	
< \$20	71.6	4.3
\$21-\$50	14.1	26.1
\$51-\$100	8.6	13.0
> \$100	5.7	56.5
TAB betting:	$(\chi^2 = 187.420, p \leq .000, df = 3)$	
< \$20	92.6	20.0
\$21-\$50	4.2	22.5
\$51-\$100	2.2	20.0
> \$100	1.0	37.5
Keno:	$(\chi^2 = 96.783, p \leq .000, df = 2)$	
< \$20	94.2	43.8
\$21-\$50	3.8	25.0
> \$50	1.9	31.3

^a based on the percentage of respondents who gambled on that activity less than weekly, therefore varying n.

^b based on the percentage of respondents who gambled on that activity at least weekly, therefore varying n.

4.2.6 Reported Changes in Gambling Since Working in Gaming Venues

The perceived effect of employment in a gaming venue was broadly assessed by asking respondents if their gambling had changed since they started working in a gaming venue. Respondents were asked 'Since working in a gaming venue, has your gambling generally decreased, increased or stayed about the same?'. Table 4.15 shows the frequency distributions of responses, where it is evident that:

- about one-quarter of respondents reported decreasing their gambling (25.8 per cent);
- over one-half reported their gambling had stayed about the same (54.4 per cent);
- about one-fifth reported increasing their gambling (19.8 per cent).

Table 4.15: Reported changes in gambling since working in a gaming venue

Changes in gambling	Frequency	Valid %	Cumulative %
Decreased a lot	72	15.4	15.4
Decreased a little	49	10.4	25.8
Stayed about the same	255	54.4	80.2
Increased a little	47	10.0	90.2
Increased a lot	46	9.8	100.0
Valid total	469	100.0	
Missing	42		
Total	511		

These reported changes in gambling were then examined for regular and non-regular gamblers on all gambling activities surveyed. To minimise the problem of small cell counts (which impede chi square analysis), the five response categories were collapsed by combining 'increased a lot' and 'increased a little' and by combining 'decreased a lot' and 'decreased a little'. This resulted in three categories - 'increased', 'stayed the same' and 'decreased'. It was found that:

- higher proportions of regular (43.8 per cent) than non-regular (18.18 per cent) gamblers on keno reported that their gambling had increased since working in a gaming venue ($\chi^2 = 13.911$, $p \leq .000$, $df = 2$);
- higher proportions of regular (47.8 per cent) than non-regular (16.7 per cent) gamblers on gaming machines reported that their gambling had increased since working in a gaming venue ($\chi^2 = 25.325$, $p \leq .000$, $df = 2$);
- higher proportions of regular (47.8 per cent) than non-regular (16.7 per cent) gamblers on sportsbetting reported that their gambling had increased since working in a gaming venue ($\chi^2 = 25.325$, $p \leq .000$, $df = 2$);
- higher proportions of regular (55.6 per cent) than non-regular (18.0 per cent) gamblers on internet casino games reported that their gambling had increased since working in a gaming venue ($\chi^2 = 16.346$, $p \leq .000$, $df = 2$).

Thus, working in a gaming venue is associated with increased regularity of gambling on some of the gambling activities which can be provided in hotels, clubs and casinos (keno, gaming machines and sportsbetting). Increased gambling amongst regular gamblers on internet casino games may be because the casino staff do not have easy physical access to land-based casinos and may therefore be attracted to internet casino games. No significant differences were apparent for the other types of gambling for which there were adequate cell counts to conduct a chi square analysis.

4.2.7 Summary

This section summarises the key results on the gambling behaviour of the staff survey respondents.

During the previous 12 months, 94.5 percent per cent of the 511 respondents reported participating in at least one of the gambling activities surveyed. The average number of different gambling activities undertaken amongst those who gambled was 3.5. The most common activities were lotto/scratchies/lottery/pools (85.2 per cent) and gaming machines (67.6 per cent). Less common were keno (48.6 per cent), TAB gambling (36.8 per cent), private gambling (23.9 per cent), racetrack betting (19.9 per cent), sportsbetting (17.8 per cent), casino table games (14.9 per cent) and internet casino games (13.1 per cent). Least common was bingo (8.9 per cent). When compared to the Queensland population, the staff participation rate was over 40 times higher for gambling on internet casino games, and 23 times higher for private gambling. The staff participation rate was four times that of the Queensland population for gambling on sporting events, over double for gambling on keno (2.9 times), casino games (2.7 times), bingo (2.5 times), horse and greyhound races (2.2 times) and gaming machines (2.1 times). The staff participation rate was only marginally higher than that of the Queensland population for gambling on lottery products (1.3 times).

Regular (at least weekly) gambling was most common for gambling on lotto/scratchies/lottery/pools (by 26.1 per cent of respondents), gaming machines (9.7 per cent), TAB (8.7 per cent) and keno (6.7 per cent), and less common for gambling on internet casino games (4.1 per cent), sportsbetting (3.8 per cent), private gambling (3.5 per cent), racetrack betting (1.8 per cent), bingo (1.2 per cent) and casino games (0.4 per cent). Higher proportions of staff than of the Queensland population gambled about once a week or more frequently on all activities for which comparisons can be drawn, particularly for gambling on sporting events (17.8 times higher). The proportion of staff respondents was over four times higher for weekly gambling on horse/dog races (4.6 times higher), keno (4.6 times higher) and casino table games (4.3 times higher), about triple for gaming machines (2.9 times higher) and double for bingo (2.0 times higher). Despite this profile of being more active gamblers than the general Queensland population, very small proportions of the staff respondents gambled on gaming machines in their workplace (4.7 per cent) or at a TAB in their workplace (11.8 per cent).

When the characteristics of regular gamblers were considered, higher proportions of regular gaming machine gamblers amongst the staff respondents assisted patrons with at least one gambling-related activity while at work, assisted patrons with gaming machine operations while at work, worked around the venue's gambling activities and facilities 'almost always', 'most of the time' or 'sometimes', rather than 'never', were employed in a hotel or club, rather than a casino, and were male, rather than female. Higher proportions of regular TAB gamblers amongst the staff respondents held management or supervisory, rather than operational positions, assisted patrons with at least one gambling-related activity while at work, assisted patrons with TAB/Sportsbook operations while at work, worked around the venue's gambling activities and facilities 'almost always', 'most of the time' or 'sometimes', rather than 'never', were employed in a hotel or club, rather than a casino, and were male, rather than female. Higher proportions of regular keno gamblers amongst the staff respondents assisted patrons with at least one gambling-related activity while at work, assisted patrons with keno operations while at work, worked around the venue's gambling activities and facilities 'almost always', 'most of the time' or 'sometimes', rather than 'never', and were employed in a hotel or club, rather than a casino.

Most staff normally spent more than one hour when gambling on private gambling (83.8 per cent of those who gambled on this activity), internet casino games (78.0 per cent), bingo (74.7 per cent), racetrack betting (59.8 per cent) and casino table games (55.4 per cent). Lower proportions of staff normally spent more than one hour gambling on gaming machines (35.4 per cent), sportsbetting (31.4 per cent), TAB betting (28.9 per cent) and keno (19.9 per cent).

In the previous 12 months, most staff spent more than \$20 per month when gambling on casino games (66.1 per cent of those who gambled on this activity), internet casino games (64.0 per cent), private gambling (58.4 per cent) and gaming machines (56.5 per cent). Lower proportions spent more than \$20 per month when gambling on racetrack betting (49.8 per cent), TAB betting (46.6 per cent), sportsbetting (41.0 per cent), lottery games (34.6 per cent), bingo (31.0 per cent) and keno (22.0 per cent).

Since working in a gaming venue, about one-quarter of respondents reported decreasing their gambling (25.8 per cent), over one-half reported their gambling had stayed about the same (54.4 per cent), and about one-fifth reported increasing their gambling (19.8 per cent).

4.3 PROBLEM GAMBLING

This section analyses the prevalence of gambling problems amongst the gaming venue staff surveyed. It computes scores on the *Problem Gambling Severity Index* of the *Canadian Problem Gambling Index* (CPGI), to calculate the prevalence rates for non-gamblers, non-problem gamblers, low-risk gamblers, moderate risk gamblers and problem gamblers. Differences in the gambling behaviours of the four CPGI categories of gamblers are considered, before demographic, workplace and employment characteristics of each of these groups are analysed.

4.3.1 Problem Gambling Prevalence

As noted earlier, the *Canadian Problem Gambling Index* (CPGI) was used as the instrument to measure problem gambling. The Index consists of nine items, with response categories and scoring being 'never' = 0, 'sometimes' = 1, 'most of the time' = 2 and 'almost always' = 3. The response categories and scoring used in this study adhered to those developed for the Index.

Table 4.16 shows the distribution of summed CPGI scores, while Table 4.17 converts these into the CPGI categories, using the cut-off scores as recommended, where:

- a score of 0 = non-problem gambler;
- a score of 1 or 2 = low risk gambler;
- a score of 3 to 7 = moderate risk gambler;
- a score of 8 or more = problem gambler.

Table 4.16: Distribution of CPGI scores

CPGI score	Frequency	Valid %	Cumulative %
0	325	66.9	66.9
1	60	12.3	79.2
2	23	4.7	84.0
3	17	3.5	87.4
4	17	3.5	90.9
5	11	2.3	93.2
6	6	1.2	94.4
7	5	1.0	95.5
8	3	0.6	96.1
9	3	0.6	96.7
10	1	0.2	96.9
11	3	0.6	97.5
12	1	0.2	97.7
13	2	0.4	98.1
14	4	0.8	99.0
15	1	0.2	99.2
17	1	0.2	99.4
20	1	0.2	99.6
21	1	0.2	99.8
23	1	0.2	100.0
Valid total	486	100.0	
Missing	25		
Total	511		

Table 4.17: Distribution of CPGI groups

CPGI group	Frequency	Valid %	Cumulative %
Non-gamblers	28	5.7	5.7
Non-problem gambler	300	61.3	67.1
Low risk gambler	83	17.0	84.0
Moderate risk gambler	56	11.5	95.5
Problem gambler	22	4.5	100.0
Valid total	489	100.0	
Missing	22		
Total	511		

Table 4.18 compares these CPGI categories to results from the *Queensland Household Gambling Survey 2003-04* (Queensland Government, 2005b), where it is apparent that:

- at 5.7 per cent, the non-gambling rate of the staff respondents is about 30 per cent of that amongst the Queensland population;
- at 61.3 per cent, the non-problem gambling rate of the staff respondents is about 80 per cent of that of the Queensland population;
- at 17.0 per cent, the low risk rate is 3.2 times higher amongst the staff respondents than amongst the Queensland population;
- at 11.5 per cent, the moderate risk gambling rate is 5.8 times higher amongst the staff respondents than amongst the Queensland population;
- at 4.5 per cent, the problem gambling rate is 7.5 times higher amongst the staff respondents than amongst the Queensland population.

Expressed another way, for the gaming venue staff:

- the odds of being a non-gambler is about 30 per cent of that for the average Queensland adult;
- the odds of being a non-problem gambler is about 80 per cent of that for the average Queensland adult;
- the odds of being a low risk gambler is 3.2 times that for the average Queensland adult;
- the odds of being a moderate risk gambler is 5.8 that for the average Queensland adult;
- the odds of being a problem gambler is 7.5 times that for the average Queensland adult.

Table 4.18: Distribution of CPGI groups: staff vs the QLD population

CPGI group	Staff % ^a	QLD % ^b	Difference % points	Difference multiplier (odds)
Non-gamblers	5.7	19.7	-14.0	0.3
Non-problem gambler	61.3	72.4	-11.1	0.8
Low risk gambler	17.0	5.3	+11.7	3.2
Moderate risk gambler	11.5	2.0	+9.5	5.8
Problem gambler	4.5	0.6	+3.9	7.5

^a based on the valid percentage of n = 511.

^b based on results of the *Queensland Household Gambling Survey 2003-04* (Queensland Government, 2005b).

4.3.2 Gambling Participation Amongst CPGI Groups

Table 4.19 shows the average number of gambling activities each CPGI group participated in during the previous 12 months, while Table 4.20 shows the percentages of each CPGI group who gambled on each activity.

Amongst the **problem gamblers**:

- the average number of different activities they had gambled on was 5.9;
- all had gambled on gaming machines (100.0 per cent);
- the vast majority had gambled on lotto/scratchies/lottery/pools (95.2 per cent), keno (85.7 per cent) and TAB betting (80.0 per cent);
- about two-thirds had engaged in private gambling (65.0 per cent);
- over one-half had gambled on sportsbetting (55.0 per cent) and internet casino games (55.0 per cent);
- less than half had gambled on racetrackbetting (40.0 per cent), casino table games (35.0 per cent) and bingo (20.0 per cent).

Amongst the **moderate risk gamblers**:

- the average number of different activities they had gambled on was 4.7;
- the vast majority had gambled on gaming machines (94.5 per cent) and lotto/scratchies/lottery/pools (91.1 per cent);
- about two-thirds had gambled on keno (66.7 per cent);
- over one-half had gambled on TAB betting (54.5 per cent);
- about two-fifths had gambled privately (42.5 per cent);
- nearly one-third had gambled on sportsbetting (32.7 per cent), casino table games (29.1 per cent), racetrack betting (27.3 per cent) and internet casino games (27.3 per cent);
- about one in nine gambled on bingo (11.3 per cent).

Amongst the **low risk gamblers**:

- the average number of different activities they had gambled on was 3.8;

- the vast majority had gambled on gaming machines (92.5 per cent) and lotto/scratchies/lottery/pools (90.1 per cent);
- about three-quarters had gambled on keno (74.5 per cent);
- over one-third had gambled on TAB betting (38.5 per cent);
- about one-fifth had gambled on private gambling (23.1 per cent), sportsbetting (21.8 per cent) and racetrack betting (19.2 per cent);
- about one in eight had gambled on internet casino games (13.0 per cent), bingo (12.0 per cent), and casino games (11.5 per cent).

Amongst the **non-problem** gamblers:

- the average number of different activities they had gambled on was 3.0;
- the vast majority had gambled on lotto/scratchies/lottery/pools (89.8 per cent);
- over one-half had gambled on gaming machines (59.6 per cent);
- about two-fifths had gambled on keno (40.9 per cent);
- about one-third had gambled on TAB betting (34.2 per cent);
- about one-fifth had gambled on private gambling (20.0 per cent) and racetrack betting (19.2 per cent);
- about one in seven had gambled on sportsbetting (13.4 per cent) and casino table games (13.1 per cent);
- less than one in ten had gambled on internet casino games (9.0 per cent) and bingo (7.6 per cent).

Table 4.19: Average number of different gambling activities for each CPGI group

	N	Mean	Std. Dev.	Std. Error	95% Confidence Interval for Mean	
					Lower Bound	Upper Bound
Non-problem gambler	296	3.03	1.91	0.11	2.81	3.25
Low risk gambler	82	3.82	1.70	0.19	3.44	4.19
Moderate risk gambler	56	4.70	2.17	0.29	4.11	5.28
Problem gambler	22	5.91	2.39	0.51	4.85	6.97
(F = 25.094, p<.000 df = 3)						

Table 4.20: Participation in different gambling activities amongst CPGI groups

Participated in...	Non-problem gambler % ^a	Low risk gambler % ^a	Moderate risk gambler % ^a	Problem gambler % ^a
Lotto/scratchies/lottery/pools	No significant differences			
	89.8	90.1	91.1	95.2
Bingo	No significant differences			
	7.6	12.0	11.3	20.0
Keno	$(\chi^2 = 44.223, p \leq .000, df = 3)$			
	40.9	74.4	66.7	85.7
Gaming machines	$(\chi^2 = 61.014, p \leq .000, df = 3)$			
	59.6	92.5	94.5	100.0
TAB betting	$(\chi^2 = 22.334, p \leq .000, df = 3)$			
	34.2	38.5	54.5	80.0
Racetrack betting	No significant differences			
	19.2	19.2	27.3	40.0
Casino games	$(\chi^2 = 15.581, p \leq .001, df = 3)$			
	13.1	11.5	29.1	35.0
Sportsbetting	$(\chi^2 = 29.719, p \leq .000, df = 3)$			
	13.4	21.8	32.7	55.0
Internet casino games	$(\chi^2 = 42.073, p \leq .000, df = 3)$			
	9.0	13.0	27.3	55.0
Private gambling	$(\chi^2 = 30.203, p \leq .000, df = 3)$			
	20.0	23.1	42.9	65.0

^a based on the valid percentage of the number of respondents in each CPGI category.

Differences in Gambling Participation Amongst CPGI Groups

From the chi square analysis shown in Table 4.20 it can be observed that, during the last 12 months:

- higher proportions of the **problem gamblers** than of moderate risk, low risk and non-problem gamblers had gambled on keno, gaming machines, TAB betting, racetrack betting, casino table games, sportsbetting, internet casino games and private gambling;
- higher proportions of the **moderate risk gamblers** than of the low risk and non-problem gamblers had gambled on gaming machines, TAB betting, racetrack betting, casino table games, sportsbetting, internet casino games and private gambling;
- higher proportions of the **low risk gamblers** than of the non-problem gamblers had gambled on keno, gaming machines, TAB betting, sportsbetting, internet casino games and private gambling.

4.3.3 Gambling Frequency Amongst CPGI Groups

This section details the frequency of gambling amongst the CPGI groups for each type of gambling surveyed. Table 4.21 shows the frequency of gambling on each activity during the previous 12 months for each CPGI group.

Amongst the **problem gamblers**:

- about three-fifths were regular (at least weekly) gamblers on gaming machines (59.1 per cent);
- around two-fifths were regular gamblers on TAB betting (45.0 per cent) and keno (38.1 per cent);
- over or around one-quarter were regular gamblers on sportsbetting (30.0 per cent), lotto/scratchies/lottery/pools (28.6 per cent) and internet casino games (25.0 per cent);
- about one-sixth were regular gamblers on private gambling (15.0 per cent) and racetrack betting (15.0 per cent);
- none were regular gamblers on bingo or casino table games.

Amongst the **moderate risk gamblers**:

- about one-third were regular (at least weekly) gamblers on lotto/scratchies/lottery/pools (35.7 per cent);
- about one-quarter were regular gamblers on gaming machines (23.6 per cent);
- about one in eight were regular gamblers on keno (13.0 per cent) and TAB betting (12.7 per cent);
- nearly one in ten were regular gamblers on internet casino games (9.1 per cent) and private gambling (8.9 per cent);
- small proportions were regular gamblers on racetrack betting (7.3 per cent), sportsbetting (5.5 per cent), bingo (3.8 per cent) and casino table games (1.8 per cent).

Amongst the **low risk gamblers**:

- about one-third were regular (at least weekly) gamblers on lotto/scratchies/lottery/pools (30.9 per cent);
- about one in seven were regular gamblers on gaming machines (15.0 per cent);
- about one in ten were regular gamblers on TAB betting (10.3 per cent);
- small proportions were regular gamblers on sportsbetting (7.7 per cent), keno (6.4 per cent), internet casino games (5.5 per cent), private gambling (5.5 per cent) and bingo (2.7 per cent);
- none were regular gamblers on racetrack betting and casino table games.

Amongst the **non-problem gamblers**:

- about one-quarter were regular (at least weekly) gamblers on lotto/scratchies/lottery/pools (25.8 per cent);
- about one in 20 were regular gamblers on the TAB (5.8 per cent) and keno (4.1 per cent);
- small proportions were regular gamblers on gaming machines (2.7 per cent), sportsbetting (1.0 per cent), internet casino games (1.7 per cent), private gambling (1.7 per cent), racetrack betting (0.7 per cent), bingo (0.7 per cent) and casino table games (0.3 per cent).

Table 4.21: Frequency of gambling on different activities amongst CPGI groups

Gambling frequency	Non-problem gambler % ^a	Low risk gambler % ^a	Moderate risk gambler % ^a	Problem gambler % ^a
Lotto/scratchies/lottery/pools:	No significant differences			
At least weekly	25.8	30.9	35.7	28.6
1-3 times a month	24.1	24.7	23.2	23.8
Less than once a month	40.0	34.6	32.1	42.9
Never	10.2	9.9	8.9	4.8
Bingo:	No significant differences			
At least weekly	0.7	2.7	3.8	0.0
1-3 times a month	1.7	2.7	1.9	5.0
Less than once a month	5.2	6.7	5.7	15.0
Never	92.4	88.0	88.7	80.0
Keno:	$(\chi^2 = 91.825, p \leq .000, df = 9)$			
At least weekly	4.1	6.4	13.0	38.1
1-3 times a month	7.9	32.1	24.1	33.3
Less than once a month	28.9	35.9	29.6	14.3
Never	59.1	25.6	33.3	14.3
Gaming machines:	$(\chi^2 = 153.450, p \leq .000, df = 9)$			
At least weekly	2.7	15.0	23.6	59.1
1-3 times a month	17.8	33.8	49.1	31.8
Less than once a month	39.0	43.8	21.8	9.1
Never	40.4	7.5	5.5	0.0
TAB betting:	$(\chi^2 = 59.019, p \leq .000, df = 9)$			
At least weekly	5.8	10.3	12.7	45.0
1-3 times a month	5.1	12.8	10.9	25.0
Less than once a month	23.3	15.4	30.9	10.0
Never	65.8	61.5	45.5	20.0
Racetrack betting:	Cell counts too small for analysis			
At least weekly	0.7	0.0	7.3	15.0
1-3 times a month	3.1	2.6	3.6	5.0
Less than once a month	15.5	16.7	16.4	20.0
Never	80.8	80.8	72.7	60.0
Casino games:	Cell counts too small for analysis			

At least weekly	0.3	0.0	1.8	0.0
1-3 times a month	1.0	0.0	3.6	10.0
Less than once a month	11.7	11.5	23.6	25.0
Never	86.9	88.5	70.9	65.0
Sportsbetting:	Cell counts too small for analysis			
At least weekly	1.0	7.7	5.5	30.0
1-3 times a month	3.1	9.0	7.3	5.0
Less than once a month	9.3	5.1	20.0	20.0
Never	86.6	78.2	67.3	45.0
Internet casino games:	Cell counts too small for analysis			
At least weekly	1.7	5.2	9.1	25.0
1-3 times a month	2.4	2.6	9.1	25.0
Less than once a month	4.8	5.2	9.1	5.0
Never	91.0	87.0	72.7	45.0
Private gambling:	Cell counts too small for analysis			
At least weekly	1.7	5.1	8.9	15.0
1-3 times a month	4.8	6.4	14.3	25.0
Less than once a month	13.4	11.5	19.6	25.0
Never	80.0	76.9	57.1	35.0

^a based on the valid percentage of the number of respondents in each CPGI category.

Differences in Gambling Frequency Amongst CPGI Groups

From the chi square analysis shown in Table 4.21 it can be observed that, during the last 12 months:

- higher proportions of the **problem gamblers** than of moderate risk, low risk and non-problem gamblers gambled at least weekly on keno, gaming machines, and TAB betting;
- higher proportions of the **moderate risk gamblers** than of the low risk and non-problem gamblers gambled at least weekly on keno, gaming machines, and TAB betting;
- higher proportions of the **low risk gamblers** than of the non-problem gamblers gambled at least weekly on keno, gaming machines, and TAB betting.

4.3.4 Gambling Duration Amongst CPGI Groups

This section details the reported usual duration of gambling amongst the CPGI groups for each type of gambling surveyed. Table 4.22 shows usual duration of gambling on each activity during the previous 12 months for each CPGI group.

Amongst the **problem gamblers**:

- around two-fifths normally spent over one hour gambling on private gambling (45.5 per cent), TAB betting (40.9 per cent), and internet casino games (40.9 per cent) and over two hours gambling on gaming machines (40.9 per cent);
- about one-quarter normally spent over one hour gambling on racetrack betting (31.8 per cent), casino table games (27.3 per cent) and sportsbetting (22.7 per cent);
- about one in sixth normally spent over one hour gambling on bingo (18.2 per cent);
- about one in ten normally spent over one hour gambling on keno (9.1 per cent).

Amongst the **moderate risk gamblers**:

- about one-half normally spent over one hour gambling on gaming machines (50.9 per cent);
- about one-third normally spent over one hour gambling on private gambling (34.0 per cent);
- about one-fifth normally spent over one hour gambling on racetrack betting (20.0 per cent), and casino table games (18.2 per cent);
- about one-sixth normally spent over one hour gambling on TAB betting (16.4 per cent), internet casino games (14.5 per cent) and keno (14.5 per cent);
- around one-tenth normally spent over one hour gambling on sportsbetting (12.7 per cent) and bingo (10.9 per cent).

Amongst the **low risk gamblers**:

- about one-third normally spent over one hour gambling on gaming machines (34.6 per cent);
- about one-fifth normally spent over one hour gambling on keno (22.2 per cent) and private gambling (21.0 per cent);
- about one-tenth normally spent over one hour gambling on racetrack betting (9.9 per cent);
- small proportions normally spent over one hour gambling on TAB betting (7.4 per cent), casino table games (7.4 per cent), internet casino games (7.4 per cent), bingo (6.2 per cent), and sportsbetting (4.9 per cent).

Amongst the **non-problem gamblers**:

- about one-seventh normally spent over one hour gambling on private gambling (14.2 per cent);
- about one in twelve normally spent over one hour gambling on gaming machines (8.2 per cent), racetrack betting (7.8 per cent) and TAB betting (7.5 per cent);
- small proportions normally spent over one hour gambling on internet casino games (6.0 per cent), casino table games (5.0 per cent), keno (5.3 per cent), bingo (3.9 per cent) and sportsbetting (2.1 per cent).

Table 4.22: Usual duration of gambling on different activities amongst CPGI groups

Usual gambling duration	Non-problem gambler % ^a	Low risk gambler % ^a	Moderate risk gambler % ^a	Problem gambler % ^a
Bingo:	Cell counts too small for analysis			
0-30 minutes	95.4	92.6	89.1	81.8
31-60 minutes	0.7	1.2	0.0	0.0
> 60 minutes	3.9	6.2	10.9	18.2
Keno:	$(\chi^2 = 46.851, p \leq .000, df = 6)$			
0-30 minutes	89.0	66.7	63.6	63.6
31-60 minutes	5.7	11.1	21.8	27.3
> 60 minutes	5.3	22.2	14.5	9.1
Gaming machines:	$(\chi^2 = 103.501, p \leq .000, df = 9)$			
0-30 minutes	76.9	43.2	32.7	13.6
31-60 minutes	10.0	22.2	16.4	36.4
61-120 minutes	5.0	13.6	32.7	9.1
>120 minutes	8.2	21.0	18.2	40.9
TAB betting:	$(\chi^2 = 39.364, p \leq .000, df = 6)$			
0-30 minutes	86.5	82.7	74.5	36.4
31-60 minutes	6.0	9.9	9.1	22.7
> 60 minutes	7.5	7.4	16.4	40.9
Racetrack betting:	Cell counts too small for analysis			
0-30 minutes	91.5	88.9	76.4	68.2
31-60 minutes	0.7	1.2	3.6	0.0
> 60 minutes	7.8	9.9	20.0	31.8
Casino games:	Cell counts too small for analysis			
0-30 minutes	91.8	90.1	74.5	72.7
31-60 minutes	3.2	2.5	7.3	0.0
> 60 minutes	5.0	7.4	18.2	27.3
Sportsbetting:	Cell counts too small for analysis			
0-30 minutes	96.4	95.1	83.6	72.7
31-60 minutes	1.4	0.0	3.6	4.5
> 60 minutes	2.1	4.9	12.7	22.7
Internet casino games:	Cell counts too small for analysis			

0-30 minutes	92.9	92.6	81.8	59.1
31-60 minutes	1.1	0.0	3.6	0.0
> 60 minutes	6.0	7.4	14.5	40.9
Private gambling:	Cell counts too small for analysis			
0-30 minutes	82.6	77.8	60.4	50.0
31-60 minutes	3.2	1.2	5.7	4.5
> 60 minutes	14.2	21.0	34.0	45.5

^a based on the valid percentage of the number of respondents in each CPGI category.

Differences in Gambling Duration Amongst CPGI Groups

From the chi square analysis shown in Table 4.22 it can be observed that, during the last 12 months:

- higher proportions of the **problem gamblers** than of moderate risk, low risk and non-problem gamblers usually spent more than one hour gambling on TAB betting and more than two hours gambling on gaming machines;
- higher proportions of the **moderate risk gamblers** than of the low risk and non-problem gamblers usually spent more than one hour gambling on gaming machines and TAB betting;
- higher proportions of the **low risk gamblers** than of the non-problem gamblers usually spent more than one hour gambling on keno and gaming machines. They were also more likely than the problem and moderate risk gamblers to spend more than one hour on keno.

4.3.5 Gambling Expenditure Amongst CPGI Groups

This section details reported expenditure on gambling amongst the CPGI groups for each type of gambling surveyed. Table 4.23 shows expenditure on gambling on each activity during the previous 12 months for each CPGI group.

Amongst the **problem gambler** group and on a **monthly** basis:

- over three-quarters (77.3 per cent) spent more than \$50 a month on gaming machines;
- about one-quarter spent more than \$50 a month on private gambling (31.8 per cent), TAB betting (27.3 per cent), sportsbetting (27.3 per cent), casino table games (27.3 per cent), keno (22.7 per cent), racetrack betting (22.7 per cent) and internet casino games (22.7 per cent);
- about one in seven spent more than \$50 per month on lottery-type games (13.6 per cent);
- less than one in twenty spent more than \$50 on bingo (4.5 per cent).

Amongst the **moderate risk gamblers** and on a **monthly** basis:

- over one-half spent more than \$50 per month on gaming machines (55.4 per cent);
- about one-fifth spent more than \$50 per month on lottery-type games (21.4 per cent), private gambling (18.5 per cent) and TAB betting (16.1 per cent);
- about one-tenth spent more than \$50 per month on casino table games (10.9 per cent) and keno (10.7 per cent);

- about one in 14 spent more than \$50 per month on racetrack betting (7.3 per cent) and sportsbetting (7.3 per cent);
- small proportions spent more than \$50 per month on internet casino games (5.5 per cent) and bingo (1.8 per cent).

Amongst the **low risk gamblers** and on a **monthly** basis:

- over one-quarter spent more than \$50 on gambling on gaming machines (28.8 percent);
- about one in 14 spent more than \$50 per month on TAB betting (7.3 per cent);
- small proportions spent more than \$50 per month on lottery-type games (6.3 per cent), keno (5.0 per cent), private gambling (3.8 per cent), internet casino games (2.5 per cent), racetrack betting (1.3 per cent), casino table games (2.5 per cent) and sportsbetting (1.3 per cent);
- none spent more than \$50 per month on bingo.

Amongst the **non-problem gamblers** and on a **monthly** basis:

- about one in sixteen spent more than \$50 per month on gambling on gaming machines (6.5 per cent) lottery-type games (6.0 percent), TAB betting (5.5 per cent), and casino table games (5.5 per cent);
- small proportions spent more than \$50 per month on racetrack betting (4.4 per cent), private gambling (2.5 per cent), sportsbetting (1.5 per cent), keno (1.4 per cent) and internet casino games (0.7 per cent);
- none spent more than \$50 per month on bingo.

Table 4.23: Monthly expenditure on gambling on different activities amongst CPGI groups

Monthly gambling expenditure	Non-problem	Low risk	Moderate	Problem
Lotto/scratchies/lottery/pools: ($\chi^2 = 16.481, p \leq .011, df = 6$)				
\$0 - \$20	73.7	75.0	64.3	63.6
\$21- \$50	20.4	18.8	14.3	22.7
> \$50	6.0	6.3	21.4	13.6
Bingo: Cell counts too small for analysis				
\$0 - \$20	98.9	98.8	94.5	95.5
\$21- \$50	1.1	1.3	3.6	0.0
> \$50	0.0	0.0	1.8	4.5
Keno: ($\chi^2 = 37.927, p \leq .000, df = 6$)				
\$0 - \$20	94.6	91.3	78.6	63.6
\$21- \$50	4.0	3.8	10.7	13.6
> \$50	1.4	5.0	10.7	22.7
Gaming machines: ($\chi^2 = 138.975, p \leq .000, df = 6$)				
\$0 - \$20	79.6	43.8	33.9	9.1
\$21- \$50	13.8	27.5	10.7	13.6

> \$50	6.5	28.8	55.4	77.3
TAB betting: ($\chi^2 = 39.416$, $p \leq .000$, $df = 6$)				
\$0 - \$20	90.1	87.5	76.8	45.5
\$21- \$50	4.4	5.0	7.1	27.3
> \$50	5.5	7.5	16.1	27.3
Racetrack betting: Cell counts too small for analysis				
\$0 - \$20	93.4	94.9	89.1	68.2
\$21- \$50	2.2	3.8	3.6	9.1
> \$50	4.4	1.3	7.3	22.7
Casino games: Cell counts too small for analysis				
\$0 - \$20	93.8	94.9	87.3	72.7
\$21- \$50	0.7	2.5	1.8	0.0
> \$50	5.5	2.5	10.9	27.3
Sportsbetting: Cell counts too small for analysis				
\$0 - \$20	96.7	96.3	90.9	68.2
\$21- \$50	1.8	2.5	1.8	4.5
> \$50	1.5	1.3	7.3	27.3
Internet casino games: Cell counts too small for analysis				
\$0 - \$20	98.9	97.5	89.1	68.2
\$21- \$50	0.4	0.0	5.5	9.1
> \$50	0.7	2.5	5.5	22.7
Private gambling: Cell counts too small for analysis				
\$0 - \$20	94.2	88.8	81.5	59.1
\$21- \$50	3.3	7.5	0.0	9.1
> \$50	2.5	3.8	18.5	31.8

^a based on the valid percentage of the number of respondents in each CPGL category.

Differences in Gambling Expenditure Amongst CPGL Groups

From the chi square analysis shown in Table 4.23 it can be observed that, during the last 12 months:

- higher proportions of the **problem gamblers** than of moderate risk, low risk and non-problem gamblers spent more than \$50 per month on keno, gaming machines, and TAB betting;
- higher proportions of the **moderate risk gamblers** than of the low risk and non-problem gamblers spent more than \$50 per month on lottery-type games, keno, gaming machines, and TAB betting. Higher proportions of the moderate risk gamblers than the problem gamblers also gambled more than \$50 per month on lottery-type games;

- higher proportions of the **low risk gamblers** than of the non-problem gamblers spent more than \$50 per month on keno, gaming machines, and TAB betting.

4.3.6 Reported Changes in Gambling Since Working in Gaming Venues Amongst CPGI Groups

The self-reported changes in gambling were then examined amongst the CPGI groups. To minimise the problem of small cell counts (which impede chi square analysis), the five response categories were again collapsed to three categories - 'increased', 'stayed the same' and 'decreased'. These data are shown in Table 4.24. where significant differences were apparent ($\chi^2 = 89.028$, $p \leq .000$, $df = 6$). Of note is that:

- nearly three-quarters (72.7 per cent) of the **problem gamblers** reported increasing their gambling since working in a gaming venue. In fact, 63.6 per cent reported increasing their gambling 'a lot', with 9.1 per cent reported increasing their gambling 'a little';
- two-fifths (40.0 per cent) of the **moderate risk gamblers** reported increasing their gambling since working in a gaming venue, with 27.3 per cent reporting increasing their gambling 'a lot' and 12.7 per cent reporting increasing their gambling 'a little';
- one-third (33.3 per cent) of the **low risk gamblers** reported increasing their gambling since working in a gaming venue, with 7.4 per cent reporting increasing their gambling 'a lot' and 25.9 per cent reporting increasing their gambling 'a little';
- less than one-tenth (9.3 per cent) of the **non-problem gamblers** reported increasing their gambling since working in a gaming venue, with 3.4 per cent reporting increasing their gambling 'a lot', and 5.9 per cent reporting increasing their gambling 'a little'.

Thus, working in a gaming venue is associated with increased gambling activity, particularly amongst the problem gamblers whose gambling tended to increase 'a lot'. Substantial minorities of the moderate risk and low risk gamblers also increased their gambling after starting work in a gaming venue.

4.3.7 Workplace, Employment and Demographic, Characteristics of CPGI Groups

The workplace, employment and demographic characteristics of each CPGI group were considered next. These were subjected to chi square analyses to test for significant differences, as shown in Table 4.25.

From Table 4.25, it can be observed that higher proportions of the **problem gamblers** amongst the 511 staff respondents:

- assisted patrons with at least one type of gambling activity while at work;
- worked around the venue's gambling facilities and activities 'almost always', rather than 'most of the time', 'sometimes' or 'never';
- were male, rather than female.

Higher proportions of the **moderate risk gamblers**:

- worked full-time, rather than part-time/casual;
- assisted patrons with at least one type of gambling activity while at work;
- worked around the venue's gambling facilities and activities more frequently;
- were male, rather than female.

Higher proportions of the low risk gamblers:

- worked part-time/casual, rather than full-time;
- assisted patrons with at least one type of gambling activity while at work.

Higher proportions of the non-problem gamblers:

- did not assist patrons with any gambling activity while at work;
- worked around the venue's gambling activities and facilities never or infrequently;
- were female.

Table 4.24: Employment, workplace and demographic characteristics amongst CPGI groups

Characteristic	Non-problem gambler % ^a	Low risk gambler % ^a	Moderate risk gambler % ^a	Problem gambler % ^a
Employment basis:	$(\chi^2 = 13.446, p \leq .004, df = 3)$			
Full-time	64.9	14.6	16.0	4.5
Part-time/casual	65.6	22.9	6.3	5.2
Job level:				
Operational	68.6	18.0	9.2	4.2
Supervisory	59.1	19.7	15.0	6.3
Management	65.5	13.8	16.1	4.6
Assist patrons with gambling activities:	$(\chi^2 = 19.393, p \leq .000, df = 3)$			
No	84.3	11.2	4.5	0.0
Yes	60.6	19.7	13.7	5.9
Front vs back of house position:				
Front of house	60.8	18.2	14.0	7.0
Back of house	71.0	19.4	9.7	0.0
Both	72.5	17.6	8.5	1.4
Works around venue's gambling facilities:	$(\chi^2 = 30.746, p \leq .000, df = 9)$			
Never	81.1	17.0	1.9	0.0
Sometimes	78.6	14.3	7.1	0.0
Most of the Time	64.8	19.7	15.5	0.0
Almost always	58.3	18.9	14.4	8.3
Type of venue employed in:				
Hotel	59.2	22.4	13.6	4.8
Club	66.7	20.8	12.5	0.0
Casino	67.8	15.4	11.2	5.6
Length of responsible gambling training:				
None	88.9	11.1	0.0	0.0

A few hours	68.0	9.3	12.0	10.7
Half a day	68.0	18.0	8.0	6.0
One day	64.3	21.4	10.7	3.6
More than one day	63.0	19.7	13.8	3.5
Age category:				
18-24 years	57.0	25.3	13.9	3.8
25-34 years	62.3	20.0	10.0	7.7
35-44 years	69.5	14.1	11.7	4.7
45-54 years	63.6	14.8	18.2	3.4
55-64 years	82.6	17.4	0.0	0.0
65 years or over	100.0	0.0	0.0	0.0
Sex: ($\chi^2 = 11.775$, $p \leq .008$, $df = 3$)				
Male	59.4	17.3	15.8	7.4
Female	69.8	18.6	8.9	2.7

^a based on the valid percentage of the number of respondents with each category of characteristic, therefore varying n.

Links between gambling problems and gambling in the workplace were also explored. None of the 22 problem gamblers gambled on gaming machines in their workplace, while only three of the 56 moderate risk gamblers played gaming machines in their workplace ‘almost always’ or ‘most of the time’. Similarly, none of the 22 problem gamblers gambled on the TAB in their workplace, although eight of the 56 moderate risk gamblers gambled on their workplace TAB ‘almost always’ or ‘most of the time’. Thus, it is evident that most of the problem gambling and at risk gambling by staff occurs outside their workplace.

4.3.8 Gambling Profiles Of The Four CPGI Groups

This section summarises the characteristics and behaviours of the four CPGI groups of gamblers by drawing on the relevant results presented in this chapter.

The Problem Gambler Group

The problem gambler group comprised 4.5 per cent of the 511 staff survey respondents, a prevalence rate that is 7.5 times higher than that for the Queensland adult population. Higher proportions of the problem gamblers were male rather than female, worked around the venue’s gambling facilities and activities ‘almost always’, rather than ‘most of the time’, ‘sometimes’ or ‘never’, and held a position that involved assisting patrons with at least one type of gambling activity while at work.

In terms of gambling behaviour, the problem gambler group participated in an average of 5.9 different gambling activities in the 12 months prior to the survey. They had the highest participation rate of all the CPGI gambling groups, and for all types of gambling surveyed. During the previous 12 months, all had gambled on gaming machines (100.0 per cent), the vast majority had gambled on lotto/scratchies/lottery/pools (95.2 per cent), keno (85.7 per cent) and TAB betting (80.0 per cent), about two-thirds had engaged in private gambling (65.0 per cent), and over one-half had gambled on sportsbetting (55.0 per cent) and internet casino games (55.0 per cent). Less than half of the problem gambler group had gambled on

racetrack betting (40.0 per cent), casino table games (35.0 per cent) and bingo (20.0 per cent). When statistically significant differences in gambling participation were examined amongst the four CPGI groups, higher proportions of the problem gamblers than of moderate risk, low risk and non-problem gamblers had gambled on keno, gaming machines, TAB betting, racetrack betting, casino table games, sportsbetting, internet casino games and private gambling.

In terms of regular or at least weekly gambling, about three-fifths of the problem gamblers were regular gamblers on gaming machines (59.1 per cent), two-fifths were regular gamblers on TAB betting (45.0 per cent) and keno (38.1 per cent), over or around one-quarter were regular gamblers on sportsbetting (30.0 per cent), lotto/scratchies/lottery/pools (28.6 per cent) and internet casino games (25.0 per cent); about one-sixth were regular gamblers on private gambling (15.0 per cent) and racetrack betting (15.0 per cent), and none were regular gamblers on bingo or casino table games. Higher proportions of the problem gamblers than of moderate risk, low risk and non-problem gamblers gambled at least weekly on keno, gaming machines, and TAB betting.

Amongst the problem gamblers, around two-fifths normally spent over one hour gambling on private gambling (45.5 per cent), TAB betting (40.9 per cent), and internet casino games (40.9 per cent) and over two hours gambling on gaming machines. About one-quarter normally spent over one hour gambling on racetrack betting (31.8 per cent), casino table games (27.3 per cent), sportsbetting (22.7 per cent). About one-sixth normally spent over one hour gambling on bingo (18.2 per cent), and about one in ten normally spent over one hour gambling on keno (9.1 per cent). Higher proportions of the problem gamblers than of moderate risk, low risk and non-problem gamblers usually spent more than one hour gambling on TAB betting and more than two hours gambling on gaming machines;

On a monthly basis, over three-quarters (77.3 per cent) of the problem gambler group spent more than \$50 a month on gaming machines. About one-quarter spent more than \$50 a month on private gambling (31.8 per cent), TAB betting (27.3 per cent), sportsbetting (27.3 per cent), casino table games (27.3 per cent), keno (22.7 per cent), racetrack betting (22.7 per cent) and internet casino games (22.7 per cent). About one in seven spent more than \$50 per month on lottery games (13.6 per cent), and fewer than one in twenty spent more than \$50 per month on bingo (4.5 per cent). Higher proportions of the problem gamblers than of moderate risk, low risk and non-problem gamblers spent more than \$50 per month on keno, gaming machines, and TAB betting.

Nearly three-quarters (72.7 per cent) of the problem gamblers reported increasing their gambling since working in a gaming venue. In fact, 63.6 per cent reported increasing their gambling 'a lot', while 9.1 per cent reported increasing their gambling 'a little' since commencing work in a venue.

The Moderate Risk Gambler Group

The moderate risk gambler group comprised 11.5 per cent of the staff survey respondents, a prevalence rate that is 5.8 times that of the Queensland adult population. Higher proportions of the moderate risk gamblers worked full-time, rather than part-time/casual, assisted patrons with at least one type of gambling activity while at work, worked around the venue's gambling facilities and activities more frequently, and were male, rather than female.

Amongst the moderate risk gamblers, the average number of different activities they had gambled on during the previous 12 months was 4.7. The vast majority had gambled on gaming machines (94.5 per cent) and lotto/scratchies/lottery/pools (91.1 per cent), about two-thirds had gambled on keno (66.7 per cent), over one-half had gambled on TAB betting (54.5 per cent), about two-fifths had gambled privately (42.5 per cent), nearly one-third had

gambled on sportsbetting (32.7 per cent), casino table games (29.1 per cent), racetrack betting (27.3 per cent) and internet casino games (27.3 per cent), and about one in nine gambled on bingo (11.3 per cent).

Amongst the moderate risk gamblers, about one-third were regular (at least weekly) gamblers on lotto/scratchies/lottery/pools (35.7 per cent), about one-quarter were regular gamblers on gaming machines (23.6 per cent), about one in eight were regular gamblers on keno (13.0 per cent) and TAB betting (12.7 per cent), and nearly one in ten were regular gamblers on internet casino games (9.1 per cent) and private gambling (8.9 per cent). Small proportions were regular gamblers on racetrack betting (7.3 per cent), sportsbetting (5.5 per cent), bingo (3.8 per cent) and casino table games (1.8 per cent). Higher proportions of the moderate risk gamblers than of the low risk and non-problem gamblers gambled at least weekly on keno, gaming machines, and TAB betting.

Amongst the moderate risk gamblers, about one-half normally spent over one hour gambling on gaming machines (50.9 per cent), about one-third normally spent over one hour gambling on private gambling (34.0 per cent), and about one-fifth normally spent over one hour gambling on racetrack betting (20.0 per cent), and casino table games (18.2 per cent). About one-sixth normally spent over one hour gambling on TAB betting (16.4 per cent), internet casino games (14.5 per cent) and keno (14.5 per cent), and around one-tenth normally spent over one hour gambling on sportsbetting (12.7 per cent) and bingo (10.9 per cent). Higher proportions of the moderate risk gamblers than of the low risk and non-problem gamblers usually spent more than one hour gambling on gaming machines and TAB betting.

Amongst the moderate risk gamblers and on a monthly basis, over one-half spent more than \$50 per month on gaming machines (55.4 per cent), about one-fifth spent more than \$50 per month on lottery games (21.4 per cent), private gambling (18.5 per cent) and TAB betting (16.1 per cent), about one-tenth spent more than \$50 per month on casino table games (10.9 per cent) and keno (10.7 per cent), and about one in 14 spent more than \$50 per month on racetrack betting (7.3 per cent) and sportsbetting (7.3 per cent). Small proportions spent more than \$50 per month on internet casino games (5.5 per cent) and bingo (1.8 per cent). Higher proportions of the moderate risk gamblers than of the low risk and non-problem gamblers spent more than \$50 per month on lottery games, keno, gaming machines, and TAB betting. Higher proportions of the moderate risk gamblers than the problem gamblers also gambled more than \$50 per month on lottery games.

Two-fifths (40.0 per cent) of the moderate risk gamblers reported increasing their gambling since working in a gaming venue, with 27.3 per cent reporting increasing their gambling 'a lot' and 12.7 per cent reporting increasing their gambling 'a little' since commencing work in a venue.

The Low Risk Gambler Group

The low risk gambler group comprised 17.0 per cent of the staff survey respondents, a prevalence rate that is 3.2 times that of the Queensland adult population. Higher proportions of the low risk gamblers worked part-time/casual, rather than full-time. And assisted patrons with at least one type of gambling activity while at work.

Amongst the low risk gamblers, the average number of different activities they had gambled on during the previous 12 months was 3.8. The vast majority had gambled on gaming machines (92.5 per cent) and lotto/scratchies/lottery/pools (90.1 per cent), about three-quarters had gambled on keno (74.5 per cent), and over one-third had gambled on TAB betting (38.5 per cent). About one-fifth had gambled on private gambling (23.1 per cent), sportsbetting (21.8 per cent) and racetrack betting (19.2 per cent), and about one in eight had gambled on internet casino games (13.0 per cent), bingo (12.0 per cent) and casino table

games (11.5 per cent). Higher proportions of the low risk gamblers than of the non-problem gamblers had gambled on keno, gaming machines, TAB betting, sportsbetting, internet casino games and private gambling.

Amongst the low risk gamblers, about one-third were regular (at least weekly) gamblers on lotto/scratchies/lottery/pools (30.9 per cent), about one in seven were regular gamblers on gaming machines (15.0 per cent), about one in ten were regular gamblers on TAB betting (10.3 per cent), and small proportions were regular gamblers on sportsbetting (7.7 per cent), keno (6.4 per cent), internet casino games (5.5 per cent), private gambling (5.5 per cent) and bingo (2.7 per cent). None were regular gamblers on racetrack betting and casino table games. Higher proportions of the low risk gamblers than of the non-problem gamblers gambled at least weekly on keno, gaming machines, and TAB betting.

Amongst the low risk gamblers, about one-third normally spent over one hour gambling on gaming machines (34.6 per cent), about one-fifth normally spent over one hour gambling on keno (22.2 per cent) and private gambling (21.0 per cent), about one-tenth normally spent over one hour gambling on racetrack betting (9.9 per cent), and small proportions normally spent over one hour gambling on TAB betting (7.4 per cent), casino table games (7.4 per cent), internet casino games (7.4 per cent), bingo (6.2 per cent), and sportsbetting (4.9 per cent). Higher proportions of the low risk gamblers than of the non-problem gamblers usually spent more than one hour gambling on keno and gaming machines. They were also more likely than the problem and moderate risk gamblers to spend more than one hour on keno.

On a monthly basis, over one-quarter of the low risk gamblers spent more than \$50 on gambling on gaming machines (28.8 per cent), about one in 14 spent more than \$50 per month on TAB betting (7.3 per cent), and small proportions spent more than \$50 per month on lottery games (6.3 per cent), keno (5.0 per cent), private gambling (3.8 per cent), internet casino games (2.5 per cent), racetrack betting (1.3 per cent), casino table games (2.5 per cent) and sportsbetting (1.3 per cent). None spent more than \$50 per month on bingo. Higher proportions of the low risk gamblers than of the non-problem gamblers spent more than \$50 per month on keno, gaming machines, and TAB betting.

One-third (33.3 per cent) of the low risk gamblers reported increasing their gambling since working in a gaming venue, with 7.4 per cent reporting increasing their gambling 'a lot' and 25.9 per cent reporting increasing their gambling 'a little' since commencing work in a venue.

The Non-Problem Gambler Group

The non-problem gambler group comprised 61.0 per cent of the staff survey respondents, a prevalence rate that is less (80 per cent) than that for the Queensland adult population. Higher proportions of the non-problem gamblers did not assist patrons with any gambling activity while at work, worked around the venue's gambling activities and facilities never or less frequently, and were female.

During the previous 12 months, the average number of different activities they had gambled on was 3.0, and their participation rate was lower than for the other CPGI gambler groups for all types of gambling, except for casino table games. During the preceding 12 months, the vast majority had gambled on lotto/scratchies/lottery/pools (89.8 per cent), over one-half had gambled on gaming machines (59.6 per cent), about two-fifths had gambled on keno (40.9 per cent), and about one-third had gambled on TAB betting (34.2 per cent). About one-fifth had gambled on private gambling (20.0 per cent) and racetrack betting (19.2 per cent), about one in seven had gambled on sportsbetting (13.4 per cent) and casino table games (13.1 per cent), and less than one in ten gambled on internet casino games (9.0 per cent) and bingo (7.6 per cent).

Amongst the non-problem gamblers, about one-quarter were regular (at least weekly) gamblers on lotto/scratchies/lottery/pools (25.8 per cent), about one in 20 were regular gamblers on the TAB (5.8 per cent) and keno (4.1 per cent), and small proportions were regular gamblers on gaming machines (2.7 per cent), sportsbetting (1.0 per cent), internet casino games (1.7 per cent), private gambling (1.7 per cent), racetrack betting (0.7 per cent), bingo (0.7 per cent) and casino table games (0.3 per cent). The non-problem gamblers were less likely to be weekly gamblers than the other CPGI gambler groups on most activities, but significantly so for keno, gaming machines, and TAB betting.

Amongst the non-problem gamblers, about one-seventh normally spent over one hour gambling on private gambling (14.2 per cent), about one in twelve normally spent over one hour gambling on gaming machines (8.2 per cent), racetrack betting (7.8 per cent) and TAB betting (7.5 per cent), and small proportions normally spent over one hour gambling on internet casino games (6.0 per cent), casino table games (5.0 per cent), keno (5.3 per cent), bingo (3.9 per cent) and sportsbetting (2.1 per cent). The non-problem gamblers were more likely than the other CPGI gambler groups to spend less than one hour gambling on most activities, and significantly so for keno, gaming machines and TAB betting.

On a monthly basis, about one in sixteen of the non-problem gambler group spent more than \$50 on gambling on gaming machines (6.5 per cent) lottery-type games (6.0 per cent), TAB betting (5.5 per cent), and casino table games (5.5 per cent). Small proportions spent more than \$50 per month on racetrack betting (4.4 per cent), private gambling (2.5 per cent), sportsbetting (1.5 per cent), keno (1.4 per cent) and internet casino games (0.7 per cent). None spent more than \$50 per month on bingo. The non-problem gamblers were more likely than the other CPGI gambler groups to spend less than \$50 per month gambling on most activities, and significantly so for keno, gaming machines and TAB betting.

Less than one-tenth (9.3 per cent) of the non-problem gamblers reported increasing their gambling since working in a gaming venue, with 3.4 per cent reporting increasing their gambling 'a lot', and 5.9 per cent reporting increasing their gambling 'a little' since commencing work in a venue.

4.4 CHAPTER CONCLUSION

This chapter has addressed the first objective of the study by providing a quantitative analysis of the gambling behaviour of Queensland gaming venue employees, particularly in terms of responsible gambling and problem gambling. The gambling behaviour of the survey respondents was analysed in terms of gambling participation, frequency, usual duration and expenditure. Non-problem, low risk, moderate risk and problem gambling amongst the survey respondents was then examined and profiles of the four CPGI groups of gamblers developed. The results indicated that the gaming venue staff surveyed are more active gamblers than the general Queensland population, with higher gambling participation rates on all the types of gambling surveyed, but particularly so for internet casino gambling and private gambling. Regular (at least weekly) gambling was also more common amongst the staff respondents for all types of gambling. Concerningly, the problem gambling rate was 7.5 times higher amongst the staff respondents than amongst the Queensland population; the moderate risk gambling rate was 5.8 times higher amongst the staff respondents than amongst the Queensland population; and the low risk rate was 3.2 times higher amongst the staff respondents than amongst the Queensland population. The problem and moderate risk gamblers were typically males who worked frequently around the venue's gambling facilities and activities and held positions that involved assisting patrons with at least one type of gambling activity while at work. About three-quarters of the problem gamblers and two-fifths of the moderate risk gamblers reported increasing their gambling since commencing work in a gaming venue.

CHAPTER FIVE

WORKPLACE RISK FACTORS FOR GAMING VENUE STAFF IN DEVELOPING GAMBLING PROBLEMS

5.1 INTRODUCTION

The preceding chapter of results focused largely on the gambling behaviour and extent of gambling problems amongst the gaming venue staff surveyed, thus addressing the first research objective. This chapter addresses the second research objective, which was to measure and assess the contribution of various risk factors in their workplace to gambling problems amongst Queensland gaming venue employees. The purpose of the ensuing analysis was to measure workplace risk factors for developing gambling problems and to test for any links between these risk factors and problem gambling. This chapter first describes how the scale was constructed to measure potential workplace risk factors for developing gambling problems, then the procedures used to test for links between these risk factors and gambling problems. It concludes with a summary of key findings.

5.2 SCALE CONSTRUCTION

In the absence of an existing scale to measure workplace risk factors for developing gambling problems, it was necessary to develop one for this study, as described here. As noted in Chapter Three, the interviewees involved in Study One (the qualitative study) identified numerous potential risk factors for venue staff in developing gambling problems. For the current survey, scale construction commenced by distilling these potential risk factors into 41 statements, as contained in Section Two of the survey questionnaire (Appendix A). Each statement required one of the following responses which were coded as follows - 'strongly disagree' = 1, 'disagree' = 2, 'agree' = 3 or 'strongly agree' = 4.

Principal components analysis, using varimax rotation, was performed for these 41 statements to derive a set of risk factors in the workplace relating to risks of developing a gambling problem. The first factor rotation produced eight factors with eigenvalues greater than one. However, we then eliminated ten items, these being:

- items with low communalities;
- items that loaded singly;
- items in factors with low reliabilities.

Principal components analysis, using varimax rotation, was performed for the remaining 31 statements and produced five factors. The rotated component loading matrices are presented in Table 5.1 These sets of items were subjected to reliability analysis and Cronbach's Alpha calculated and included in the table below. The minimum alpha for any scale was 0.72, indicating that the mean of each set of items composed a reliable scale.

Table 5.1: Rotated component matrix: Risk factors for developing a gambling problem

Item	Component				
	1	2	3	4	5
Gambling helps me cope with job dissatisfaction	0.71	0.12	0.35	0.20	0.20
I enjoy gambling with patrons at my workplace during my time off	0.71	0.17	0.06	0.00	0.09
Gambling helps me forget about work stresses	0.66	0.11	0.39	0.19	0.21
Patrons at work encourage me to gamble with them	0.66	0.22	0.18	0.11	-0.04
I feel I need to gamble to perform my job well	0.65	0.20	0.17	0.11	-0.02
Gambling with other staff helps me to make friends with them	0.57	0.37	0.24	0.28	0.08
Gambling helps me unwind after work	0.56	0.08	0.35	0.21	0.43
I am often bored at work so I take an interest in gambling	0.55	0.08	0.35	0.33	0.29
I am encouraged to gamble by other staff	0.55	0.48	0.19	0.27	-0.01
I now look at gambling as a good way to make money	0.50	0.09	0.39	-0.09	0.14
I tend to socialise with other shiftworkers who gamble	0.47	0.28	0.21	0.42	0.29
I work with managers who are regular gamblers	0.23	0.77	0.17	0.10	0.05
I work with managers who generally approve of gambling	0.12	0.77	0.02	0.04	0.29
I work with staff who are regular gamblers	-0.02	0.73	0.36	0.20	0.10
I hear my managers talk about gambling in a positive way	0.29	0.72	-0.04	0.02	0.20
I hear my managers talk about gambling wins	0.39	0.68	-0.01	0.14	0.06
I work with staff who generally approve of gambling	-0.01	0.65	0.24	0.12	0.30
I hear gambling tips from other staff	0.20	0.59	0.24	0.27	0.05
I have the opportunity to gamble with my managers during time off	0.45	0.53	-0.02	0.19	-0.02
I am tempted to gamble when I see big jackpots on offer	0.22	0.21	0.75	0.06	0.15
Seeing gambling at work triggers a temptation for me to gamble	0.40	0.11	0.68	0.16	0.20

I see lots of cash so I easily forget the value of my own money	0.34	0.13	0.59	0.19	0.07
Seeing patrons win increases my hopes of winning at gambling	0.44	0.15	0.58	0.07	0.18
I get few other social/recreational opportunities due to shiftwork	0.02	0.18	0.13	0.79	0.03
I get lonely in my time off because of shiftwork	0.16	0.16	0.17	0.78	0.06
My social life centres around my workplace	0.22	0.12	-0.06	0.67	0.14
Gambling is something I can do when my own friends/family are at work or school	0.26	0.21	0.36	0.45	0.36
I find gaming venues familiar, comfortable places to be in	0.13	0.04	0.00	0.05	0.71
I now look at gambling as an exciting thing to do	0.24	0.13	0.33	0.06	0.66
I now look at gambling as a normal and popular activity	0.08	0.22	0.22	0.15	0.65
I have increased familiarity, interest and knowledge about gambling	-0.05	0.18	0.04	0.04	0.65
Variance explained	37.51	7.99	6.19	5.23	3.39
Cronbach's alpha	0.911	0.889	0.827	0.768	0.720

- Factor 1: A set of 11 items loaded on component 1 which was labelled *work-related motivators to gamble*. The items related to gambling as a way to cope with negative emotions such as job dissatisfaction, boredom and stress, as well as gambling to make friends and socialise, acquire money, improve job performance, and relax after work. This factor explained 37.5 per cent of the variance.
- Factor 2: A set of eight items loaded on component 2 which was labelled *influence of work colleagues*. These items related to staff and management participation in and approval of gambling, encouragement to gamble from colleagues, hearing about the positive aspects of gambling from colleagues, and receiving gambling tips from colleagues. This factor explained 8.0 per cent of the variance.
- Factor 3: A set of four items loaded on component 3 which was labelled *workplace triggers to gamble*. These triggers included seeing big jackpots, seeing patrons winning, seeing large amounts of cash and just seeing gambling at work. This factor explained 6.2 per cent of the variance.
- Factor 4: A set of four items loaded on component 4 which was labelled *limited social opportunities*. These related to the limits imposed on employees' social life by shiftwork, the potential accompanying loneliness, a need to find solitary leisure activities and the potential attraction of the workplace as a social outlet. This factor explained 5.2 per cent of the variance.
- Factor 5: A set of four items loaded on component 5 which was labelled *familiarity and interest in gambling*. These related to increased familiarity, comfort, knowledge,

excitement and interest in gambling and its potential normalisation through frequent exposure. This factor explained 3.4 per cent of the variance.

In summary, these five factors represent the basic constructs underlying the 31 items. Given these items were derived from extensive qualitative research with the population under study, the five resulting factors can be considered an accurate reflection of potential risk factors for developing a gambling problem facing staff in gaming venues, as perceived by those staff. The next section considers whether these potential risk factors are in fact statistically associated with problem gambling amongst the respondents.

5.3 RELATIONSHIPS BETWEEN RISK FACTORS FOR DEVELOPING A GAMBLING PROBLEM AND PROBLEM GAMBLING

A profile analysis (SPSS General Linear Model Repeated Measures) was used to examine how the five factors reflecting potential risks of developing a gambling problem differed amongst CPGI categories. Profile analysis is a special application of multivariate ANOVA when there are several dependent variables measured on the same scale (the same subject). The question of interest is if the groups have different profiles on a particular set of measures. This analysis therefore answers the question: do the profiles of perceived risk factors for developing gambling problems vary with CPGI category?

Thus, profile analysis (SPSS General Linear Model Repeated Measures) was conducted on the five potential risk factors for developing gambling problems, as designated by the resulting factors in Table 5.1, with the between-participant grouping of CPGI category. A profile analysis therefore illuminated any differences between CPGI groups. Significant results can be interpreted as levels which are associated with CPGI category, although a causal pathway is not determined.

The first step in the procedure was to remove the 28 non-gamblers in the sample. After accounting for missing data, the samples retained for this procedure comprised:

- 293 non-problem gamblers;
- 80 low risk gamblers;
- 55 moderate risk gamblers;
- 22 problem gamblers.

The general linear model (repeated measures) then tested for significant interactions between the four-category variable reflecting the CPGI groups of gamblers and:

- a continuous variable measuring factor 1 (work-related motivators to gamble);
- a continuous variable measuring factor 2 (influence of work colleagues);
- a continuous variable measuring factor 3 (workplace triggers to gamble);
- a continuous variable measuring factor 4 (limited social opportunities);
- a continuous variable measuring factor 5 (familiarity and interest in gambling).

The mean scores for the four CPGI groups, as presented in Table 5.2, indicate how the five risk factors were rated by each CPGI group. These five factors were produced by averaging the items in Table 5.1 relating to the respective risk factors. The Wilk's Lambda statistic indicated there were significant differences in the profiles of the mean scores of these five risk factors between the CPGI groups ($F = 6.092$, $p \leq .000$, $df = 12$).

Table 5.2: Mean scores for risk factors for developing a gambling problem amongst CPGI groups

Factor	CPGI group	Mean	Std. Dev.	N
Workplace motivators to gamble	Non-problem gamblers	1.37	0.39	300
	Low risk gamblers	1.50	0.49	83
	Moderate risk gamblers	1.78	0.47	55
	Problem gamblers	2.24	0.54	22
Influence of work colleagues	Non-problem gamblers	1.92	0.60	300
	Low risk gamblers	1.91	0.60	83
	Moderate risk gamblers	2.23	0.53	55
	Problem gamblers	2.66	0.62	22
Workplace triggers to gamble	Non-problem gamblers	1.49	0.51	300
	Low risk gamblers	1.73	0.58	83
	Moderate risk gamblers	2.19	0.65	55
	Problem gamblers	2.75	0.72	22
Limited social opportunities	Non-problem gamblers	1.84	0.66	300
	Low risk gamblers	2.12	0.66	83
	Moderate risk gamblers	2.42	0.68	55
	Problem gamblers	2.84	0.78	22
Familiarity & interest in gambling	Non-problem gamblers	2.29	0.57	300
	Low risk gamblers	2.61	0.52	83
	Moderate risk gamblers	2.76	0.45	55
	Problem gamblers	2.83	0.55	22

The mean scores in Table 5.2 indicate that:

- the problem gamblers indicated most agreement with the items underpinning the factor ‘limited social opportunities’ (mean = 2.84), followed by ‘familiarity and interest in gambling’ (mean = 2.83), ‘workplace triggers to gamble’ (mean = 2.75) and ‘influence of work colleagues’ (mean = 2.66). Thus, given the measurement scale, where 2.5 represents the neutral position between ‘strongly disagree’ and ‘strongly agree’ at the extremes, the problem gambling group tended to agree with the items underpinning these three factors. However, they tended toward disagreement with the items underpinning ‘workplace motivators to gamble’ (mean = 2.24).
- the moderate risk gamblers indicated most agreement with the items underpinning the factor ‘familiarity and interest in gambling’ (mean = 2.76). However, they tended to disagree with the items underpinning the factors ‘limited social opportunities’ (mean = 2.46), ‘influence of work colleagues’ (mean = 2.23) and ‘workplace triggers to gamble’

(mean = 2.19). They disagreed somewhat strongly with the items underpinning the factor 'workplace motivators to gamble' (mean = 1.78).

- the low risk gamblers indicated most agreement with the items underpinning the factor 'familiarity and interest in gambling' (mean = 2.61). However, they tended to disagree with the items underpinning the factors 'limited social opportunities' (mean = 2.12). They disagreed somewhat strongly with the items underpinning the factors 'influence of work colleagues' (mean = 1.91), 'workplace triggers to gamble' (mean = 1.73) and 'workplace motivators to gamble' (mean = 1.50)
- the non-problem gamblers tended not to agree with items underpinning any of the five factors. The highest mean score was for the factor 'familiarity and interest in gambling' (mean = 2.29), which is still below the neutral point of 2.5. There was less agreement with the items underpinning the factors 'influence of work colleagues' (mean = 1.92), 'limited social opportunities' (mean = 1.84), 'workplace triggers to gamble' (mean = 1.49) and 'workplace motivators to gamble' (mean = 1.37).

Figure 5.1 depicts these differences in profile amongst CPGI groups. Noting that the measurement scale is 1 = strongly disagree, 2 = disagree, 3 = agree and 4 = strongly agree, it is evident that:

- the problem gamblers indicated higher levels of agreement on all five factors than did the moderate risk, low risk and non-problem gamblers;
- the moderate risk gamblers indicated higher levels of agreement on all five factors than did the low risk and non-problem gamblers;
- the low-risk gamblers higher levels of agreement on all five factors, except for 'influence of work colleagues', than did the non-problem gamblers.

Thus, the five risk factors for developing gambling problems, and the item scale underpinning them, appear to have good face validity.

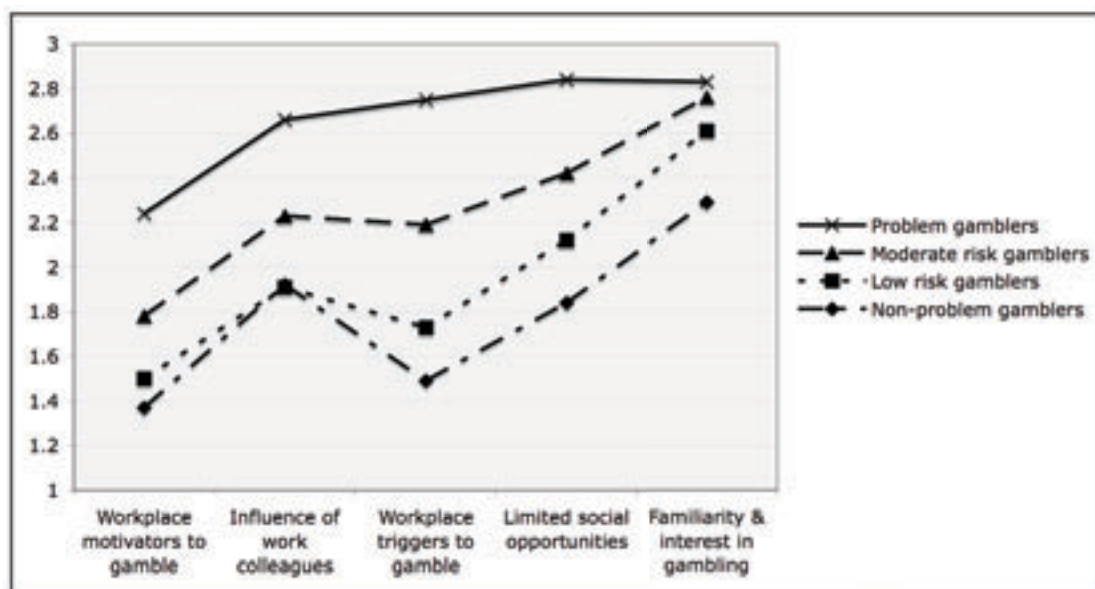


Figure 5.1: Mean scores of CPGI groups for risk factors for developing gambling problems

While, the Wilk's Lambda statistic indicated there were significant differences in the profiles of the mean scores of these five risk factors between the CPGI groups ($F = 6.092$, $p \leq .000$, $df = 12$), this simply means that significant differences exist somewhere amongst the mean scores. Thus, pairwise comparisons using Bonferroni adjustment were conducted between each CPGI group on the mean scores of the five risk factors. This is shown in Table 5.3, where significant differences are shown in bold type.

Table 5.3: Pairwise comparisons of risk factors for developing gambling problem amongst CPGI groups

Factor	CPGI group	CPGI group	Mean Diff.	Std. Error	Sig.
Workplace motivators to gamble	Non-problem gambler	Low risk gambler	-0.14	0.05	0.062
		Moderate risk gambler	-0.41	0.06	0.000
		Problem gambler	-0.87	0.09	0.000
	Low risk gambler	Non-problem gambler	0.14	0.05	0.062
		Moderate risk gambler	-0.28	0.07	0.001
		Problem gambler	-0.73	0.10	0.000
	Moderate risk gambler	Non-problem gambler	0.41	0.06	0.000
		Low risk gambler	0.28	0.07	0.001
		Problem gambler	-0.46	0.11	0.000
	Problem gambler	Non-problem gambler	0.87	0.09	0.000
		Low risk gambler	0.73	0.10	0.000
		Moderate risk gambler	0.46	0.11	0.000
Influence of work colleagues	Non-problem gambler	Low risk gambler	0.00	0.07	1.000
		Moderate risk gambler	-0.31	0.09	0.002
		Problem gambler	-0.75	0.13	0.000
	Low risk gambler	Non-problem gambler	0.00	0.07	1.000
		Moderate risk gambler	-0.32	0.10	0.013
		Problem gambler	-0.75	0.14	0.000
	Moderate risk gambler	Non-problem gambler	0.31	0.09	0.002
		Low risk gambler	0.32	0.10	0.013
		Problem gambler	-0.44	0.15	0.021
	Problem gambler	Non-problem gambler	0.75	0.13	0.000
		Low risk gambler	0.75	0.14	0.000
		Moderate risk gambler	0.44	0.15	0.021
Workplace triggers to gamble	Non-problem gambler	Low risk gambler	-0.25	0.07	0.002
		Moderate risk gambler	-0.70	0.08	0.000
		Problem gambler	-1.26	0.12	0.000
	Low risk gambler	Non-problem gambler	0.25	0.07	0.002
		Moderate risk gambler	-0.46	0.10	0.000

		Problem gambler	-1.02	0.13	0.000
	Moderate risk gambler	Non-problem gambler	0.70	0.08	0.000
		Low risk gambler	0.46	0.10	0.000
		Problem gambler	-0.56	0.14	0.000
	Problem gambler	Non-problem gambler	1.26	0.12	0.000
		Low risk gambler	1.02	0.13	0.000
		Moderate risk gambler	0.56	0.14	0.000
Limited social opportunities	Non-problem gambler	Low risk gambler	-0.28	0.08	0.004
		Moderate risk gambler	-0.58	0.10	0.000
		Problem gambler	-1.01	0.15	0.000
	Low risk gambler	Non-problem gambler	0.28	0.08	0.004
		Moderate risk gambler	-0.29	0.12	0.071
		Problem gambler	-0.72	0.16	0.000
	Moderate risk gambler	Non-problem gambler	0.58	0.10	0.000
		Low risk gambler	0.29	0.12	0.071
		Problem gambler	-0.43	0.17	0.073
	Problem gambler	Non-problem gambler	1.01	0.15	0.000
		Low risk gambler	0.72	0.16	0.000
		Moderate risk gambler	0.43	0.17	0.073
Familiarity & interest in gambling	Non-problem gambler	Low risk gambler	-0.32	0.07	0.000
		Moderate risk gambler	-0.47	0.08	0.000
		Problem gambler	-0.53	0.12	0.000
	Low risk gambler	Non-problem gambler	0.32	0.07	0.000
		Moderate risk gambler	-0.16	0.10	0.596
		Problem gambler	-0.22	0.13	0.573
	Moderate risk gambler	Non-problem gambler	0.47	0.08	0.000
		Low risk gambler	0.16	0.10	0.596
		Problem gambler	-0.06	0.14	1.000
	Problem gambler	Non-problem gambler	0.53	0.12	0.000
		Low risk gambler	0.22	0.13	0.573
		Moderate risk gambler	0.06	0.14	1.000

The preceding analysis has identified statistically significant relationships between the five risk factors associated with developing a gambling problems and the CPGI categories of the respondents. These relationships are summarised below for each risk factor.

Workplace Motivators to Gamble

Compared to the moderate risk, low risk and non-problem gamblers, the problem gambler group was the most likely to agree with the items underpinning the factor 'workplace

motivators to gamble'. That is, they indicated the highest agreement that gambling helps them cope with job dissatisfaction, boredom and stress, and helps them to make friends and socialise, win money, improve job performance, and relax after work. The moderate risk gambler group indicated lower agreement with the items underpinning this factor than did the problem gamblers, but higher agreement than did the low risk and non-gambler group. The low risk gambler group indicated lower agreement with the items underpinning this factor than did the problem and moderate risk gamblers, but higher agreement than did the non-gambler group. The non-problem gamblers indicated the lowest agreement of all CPGI groups with the items underpinning 'workplace motivators to gamble'. Thus, it is apparent that the more motivated to gamble staff are by these workplace factors, the higher their tendency towards developing gambling problems.

Influence of Work Colleagues

Compared to the moderate risk, low risk and non-problem gamblers, the problem gambler group was the most likely to agree with the items underpinning the factor 'influence of work colleagues'. That is, they indicated the highest agreement that their work colleagues are regular gamblers, approve of gambling, encourage them to gamble, talk about the positive aspects of gambling, and share gambling tips amongst colleagues. The moderate risk gambler group indicated lower agreement with the items underpinning this factor than did the problem gamblers, but higher agreement than did the low risk and non-gambler group. The low risk gambler group indicated lower agreement with the items underpinning this factor than did the problem and moderate risk gamblers, but higher agreement than did the non-gambler group. The non-problem gamblers indicated the lowest agreement of all CPGI groups with the items underpinning 'influence of work colleagues'. Thus, it is apparent that the more influenced to gamble staff are by the managers and staff they work with, the higher their tendency towards developing gambling problems.

Workplace Triggers to Gamble

Compared to the moderate risk, low risk and non-problem gamblers, the problem gambler group was the most likely to agree with the items underpinning the factor 'workplace triggers to gamble'. That is, they were more likely to be tempted to gamble by seeing large jackpots on offer, by seeing patrons winning, by seeing large amounts of cash and by just seeing gambling at work. The moderate risk gambler group indicated lower agreement with the items underpinning this factor than did the problem gamblers, but higher agreement than did the low risk and non-gambler group. The low risk gambler group indicated lower agreement with the items underpinning this factor than did the problem and moderate risk gamblers, but higher agreement than did the non-gambler group. The non-problem gamblers indicated the lowest agreement of all CPGI groups with the items underpinning 'workplace triggers to gamble'. Thus, it is evident that the more apparent these workplace triggers are to staff, the higher their tendency towards developing gambling problems.

Limited Social Opportunities

Compared to the low risk and non-problem gamblers, the problem gambler group was the most likely to agree with the items underpinning the factor 'limited social opportunities'. However, there were no statistically significant differences between the mean scores on this factor for the problem gamblers and moderate risk gamblers. Thus, the problem and moderate risk gamblers were equally likely to agree that shiftwork limits their social opportunities, can be accompanied by loneliness, requires them to find solitary leisure activities and to see the workplace as their main social outlet. There was also no statistically significant difference between the mean scores on this factor for the moderate risk gamblers and the low risk

gamblers. Thus, the moderate and low risk gamblers were equally likely to agree with the underlying items. The non-problem gamblers indicated the lowest agreement of all CPGI groups with the items underpinning 'limited social opportunities'. Thus, it is apparent that the more limited staff feel in the social opportunities available to them, the higher their tendency towards developing gambling problems.

Familiarity and Interest in Gambling

Compared to the non-problem gamblers, the problem gamblers, moderate risk gamblers and low risk gamblers were more likely to agree with the items underpinning the factor 'familiarity and interest in gambling'. Thus, compared to the non-problem gamblers, the problem, moderate risk and low risk gamblers indicated higher acknowledgement of their increased familiarity, comfort, knowledge, excitement and interest relating to gambling and its potential normalisation through frequent exposure. Thus, it is evident that staff with this heightened interest and familiarity are more likely to be problem or at-risk gamblers.

In summary, the four CPGI groups are generally distinctive in their assessment of the risk factors they encounter in the workplace. Workplace motivators to gamble, the influence of work colleagues and workplace triggers to gamble are particularly distinctive amongst the four groups. The problem gamblers showed the highest agreement with these factors, followed by the moderate risk gamblers, the low risk gamblers and the non-problem gamblers, respectively. The other two factors – limited social opportunities and familiarity and interest in gambling – distinguish the problem and at-risk groups from the non-problem gamblers, but are not distinctive amongst the problem and at risk groups.

5.4 CHAPTER CONCLUSION

This chapter has addressed the second research objective, which was to measure and assess the contribution of various risk factors in their workplace to gambling problems amongst Queensland gaming venue employees. Drawing on the findings of Study One (the qualitative study), a scale was constructed to measure potential workplace risk factors for developing gambling problems and subjected to factor analysis to produce five factors. A profile analysis (SPSS General Linear Model Repeated Measures) identified significant associations between these risk factors and the extent of gambling problems, as measured by the CPGI. The problem gamblers indicated the highest acknowledgement of workplace motivators to gamble, the influence of work colleagues and workplace triggers to gamble, followed by the moderate risk gamblers, the low risk gamblers and the non-problem gamblers, respectively. The problem, moderate risk and low risk gamblers indicated higher levels of acknowledgement of limited social opportunities and familiarity and interest in gambling than did the non-problem gamblers. Thus, the scale developed and the factors derived appear to adequately capture workplace risk factors encountered by gaming venue staff for developing gambling problems. Further these five risk factors are statistically associated with the development of gambling problems amongst the staff.

CHAPTER SIX

WORKPLACE PROTECTIVE FACTORS FOR GAMING VENUE STAFF AGAINST DEVELOPING GAMBLING PROBLEMS

6.1 INTRODUCTION

While the focus in the preceding chapter was on risk factors for gaming venue staff for developing gambling problems, this chapter focuses on protective factors these staff may encounter in the workplace. It therefore addresses the third research objective, which was to measure and assess the contribution of various protective factors in their workplace to responsible gambling amongst Queensland gaming venue employees. The analysis used the same procedures as described in the preceding chapter, so this chapter is structured similarly.

6.2 SCALE CONSTRUCTION

In the absence of an existing scale to measure workplace protective factors against developing gambling problems, it was necessary to develop one for this study, as described here. As noted in Chapter Three, the interviewees involved in Study One (the qualitative study) identified numerous potential protective factors for venue staff in developing gambling problems. For the current survey, scale construction commenced by distilling these potential protective factors into 18 statements, as contained in Section Three of the survey questionnaire (Appendix A). Each statement required one of the following responses and was coded as follows - 'strongly disagree' = 1 'disagree' = 2, 'agree' = 3 or 'strongly agree' = 4.

Principal components analysis, using varimax rotation, was performed for these 18 statements to derive a set of protective factors in the workplace relating to developing a gambling problem. The first factor rotation produced five factors with eigenvalues greater than one. However, we then eliminated eight items, these being:

- items with low communalities;
- items that loaded singly;
- items in factors with low reliabilities.

Principal components analysis, using varimax rotation, was performed for the remaining 10 statements and produced three factors. The rotated component loading matrices are presented in Table 6.1 These sets of items were subjected to reliability analysis and Cronbach's Alpha calculated and included in the table below. The minimum alpha for any of the three scales was 0.70, indicating that the mean of each set of items composed a reliable scale.

Table 6.1: Rotated component matrix: Protective factors against developing a gambling problem

Item	Component		
	1.00	2.00	3.00
I see patrons get angry, upset or depressed about gambling losses	0.88	0.03	-0.03
I see or hear about gambling losses by patrons	0.86	0.07	-0.01
I see or hear about the effects of patrons' gambling problems	0.84	0.05	0.07
I see the amount of time patrons spend gambling	0.79	0.12	-0.04
I see problem or heavy gamblers and I don't want to be like them	0.77	0.10	0.06
I have increased knowledge about problem gambling and its effects on people	0.17	0.86	0.10
I have increased knowledge about the poor odds in gambling	0.29	0.74	-0.01
Responsible gambling is very strongly promoted at work	-0.12	0.73	0.19
My work friends want to avoid gambling venues when we go out	0.11	0.09	0.87
Other staff and managers advise me not to gamble	-0.06	0.14	0.87
Variance explained	29.94	16.39	11.64
Cronbach's alpha	0.896	0.700	0.732

- Factor 1: A set of five items loaded on component 1 which was labelled *exposed to gambling losses and problems*. The items related to being exposed to negative emotions when patrons lose, to patrons' gambling losses, to the effects of gambling problems, and to the amount of time patrons spend gambling, and therefore an aversion to becoming a heavy or problem gambler. This factor explained 29.9 per cent of the variance.
- Factor 2: A set of three items loaded on component 2 which was labelled *knowledge of responsible gambling*. The items related to heightened knowledge about problem gambling and its effects, about the poor odds in gambling and about responsible gambling as promoted at work. This factor explained 16.4 per cent of the variance.
- Factor 3: A set of two items loaded on component 3 which was labelled *influence of work colleagues*. The items related to work friends wanting to avoid gambling venues when going out and advice from work colleagues to not gamble. This factor explained 11.6 per cent of the variance.

In summary, these three factors represent the basic constructs underlying the 18 items. Given these items were derived from extensive qualitative research with the population under study, the three resulting factors can be considered an accurate reflection of potential protective factors against developing gambling problems encountered by staff in gaming venues, as perceived by those staff. The next section considers whether these potential protective factors are in fact statistically associated with the extent of problem gambling amongst the respondents.

6.3 RELATIONSHIPS BETWEEN PROTECTIVE FACTORS AGAINST DEVELOPING A GAMBLING PROBLEM AND PROBLEM GAMBLING

A profile analysis (SPSS General Linear Model Repeated Measures) was conducted on the three factors reflecting potential protective factors against developing a gambling problem, as designated by the resulting factors in Table 6.1, with the between-participant grouping of CPGI category. A profile analysis therefore illuminated any differences between CPGI groups in their level of agreement with the three protective factors. Significant results can be interpreted as levels which are associated with CPGI category, although a causal pathway is not determined.

The first step in the procedure was to remove the 28 non-gamblers in the sample. After accounting for missing data, the samples retained for this procedure comprised:

- 297 non-problem gamblers;
- 81 low risk gamblers;
- 55 moderate risk gamblers;
- 22 problem gamblers.

The general linear model (repeated measures) then tested for significant interactions between the four-category variable reflecting the CPGI groups of gamblers and:

- a continuous variable measuring factor 1 (exposed to gambling losses and problems);
- a continuous variable measuring factor 2 (knowledge of responsible gambling);
- a continuous variable measuring factor 3 (influence of work colleagues).

The mean scores for the four CPGI groups, as presented in Table 6.2, indicate how the three protective factors were rated by each CPGI group. These three factors were produced by averaging the items in Table 6.1 relating to the respective protective factors. The Wilk's Lambda statistic indicated there were significant differences in the mean scores of these three protective factors amongst the CPGI groups ($F = 2.960$, $p \leq .007$, $df = 6$).

Table 6.2: Mean scores of protective factors against developing a gambling problem amongst CPGI groups

Factor	CPGI Group	Mean	Std. Dev.	N
Exposed to gambling losses & problems	Non-problem gamblers	3.21	0.66	297.0
	Low risk gamblers	3.41	0.52	81.0
	Moderate risk gamblers	3.37	0.51	55.0
	Problem gamblers	3.17	0.72	22.0
Knowledge of responsible gambling	Non-problem gamblers	3.28	0.56	297.0
	Low risk gamblers	3.31	0.51	81.0
	Moderate risk gamblers	3.22	0.47	55.0
	Problem gamblers	2.83	0.70	22.0
Influence of work colleagues	Non-problem gamblers	2.39	0.71	297.0
	Low risk gamblers	2.35	0.67	81.0
	Moderate risk gamblers	2.17	0.55	55.0
	Problem gamblers	1.75	0.63	22.0

The mean scores in Table 5.2 indicate that:

- the problem gamblers indicated most agreement with the items underpinning the factor ‘exposed to gambling losses and problems’ (mean = 3.17), followed by ‘knowledge of responsible gambling’ (mean = 2.83). Thus, given the measurement scale, where 2.5 represents the neutral position between ‘strongly disagree’ and ‘strongly agree’ at the extremes, the problem gambling group tended to agree with the items underpinning these two factors. However, they disagreed with the items underpinning ‘influence of work colleagues’ (mean = 1.75).
- the moderate risk gamblers indicated most agreement with the items underpinning the factor ‘exposed to gambling losses and problems’ (mean = 3.37), followed by ‘knowledge of responsible gambling’ (mean = 3.22). Thus, given the measurement scale, the moderate risk gambling group agreed with the items underpinning these two factors. However, they tended towards disagreement with the items underpinning ‘influence of work colleagues’ (mean = 2.17).
- the low risk gamblers indicated most agreement with the items underpinning the factor ‘exposed to gambling losses and problems’ (mean = 3.41), followed by ‘knowledge of responsible gambling’ (mean = 3.31). Thus, given the measurement scale, the low risk gambling group agreed with the items underpinning these two factors. However, they tended towards disagreement with the items underpinning ‘influence of work colleagues’ (mean = 2.35).
- the non-problem gamblers indicated most agreement with the items underpinning the factor ‘knowledge of responsible gambling’ (mean = 3.28), followed by ‘exposed to gambling losses and problems’ (mean = 3.21). Thus, given the measurement scale, the non-problem gambling group agreed with the items underpinning these two factors.

However, they tended towards disagreement with the items underpinning 'influence of work colleagues' (mean = 2.39).

Figure 6.1 depicts these differences amongst CPGI groups. Noting that the measurement scale is 1 = strongly disagree, 2 = disagree, 3 = agree, 4 = strongly agree, it is evident that:

- the problem gamblers indicated lower levels of agreement on all three protective factors than did the moderate risk, low risk and non-problem gamblers;
- the moderate risk gamblers indicated lower levels of agreement on two of the three protective factors than did the low risk and non-problem gamblers. These were 'knowledge of responsible gambling' and 'influence of work colleagues'. However, the moderate risk gamblers indicated higher levels of agreement than did the non-problem gamblers on the factor 'exposed to gambling losses and problems';
- the low-risk gamblers indicated lower levels of agreement on one of the three factors, 'influence of work colleagues', than did the non-problem gamblers. However, they indicated higher levels of agreement than did the non-problem gamblers on the factors 'exposed to gambling losses and problems' and 'knowledge of responsible gambling'.

Thus, the three protective factors for developing gambling problems, and the item scale underpinning them, appear to have reasonable face validity, especially for distinguishing the problem gambling group.

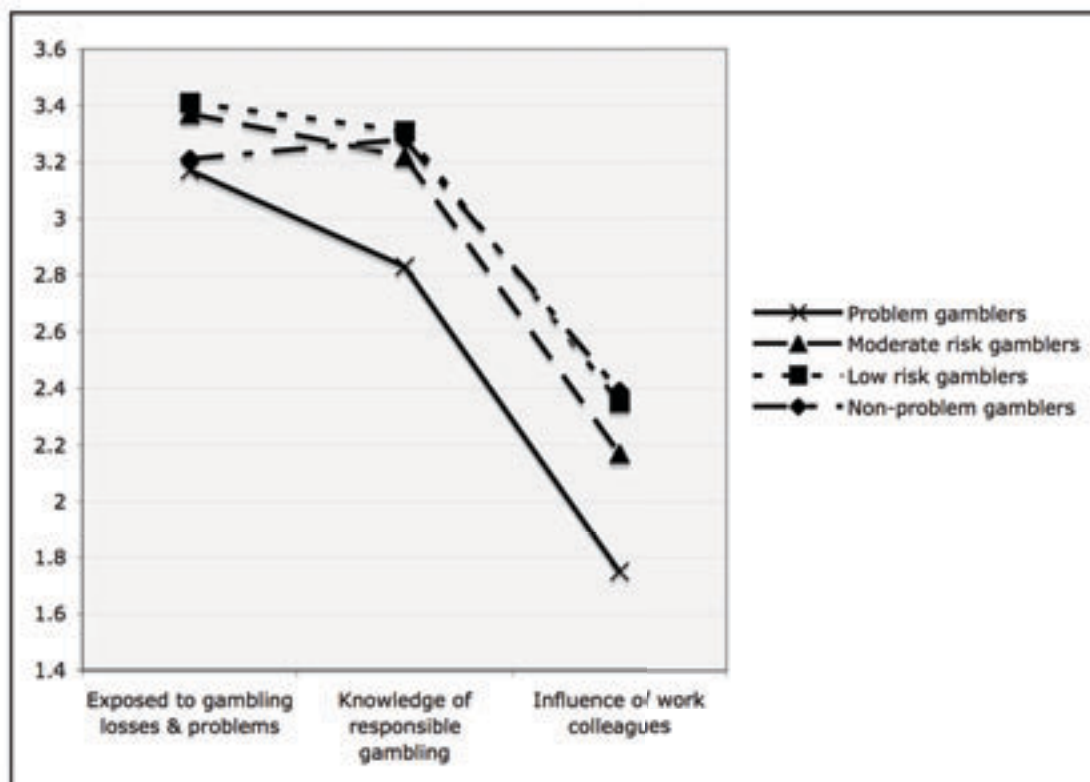


Figure 6.1: Mean scores of CPGI groups for protective factors against developing gambling problems

While, the Wilk's Lambda statistic indicated there were significant differences in the profiles of the mean scores of these three protective factors amongst the CPGI groups ($F = 2.960$, $p \leq$

.007, $df = 6$), this simply means that significant differences exist somewhere amongst the mean scores. Thus, pairwise comparisons using Bonferroni adjustment were conducted between each CPGI group on the mean scores of the three protective factors. This is shown in Table 6.3, where significant differences are shown in bold type.

Table 6.3: Pairwise comparisons of protective factors against developing a gambling problem amongst CPGI groups

Factor	CPGI group	CPGI group	Mean Diff.	Std. Error	Sig.
Exposed to gambling losses & problems	Non-problem gambler	Low risk gambler	-0.20	0.08	0.066
		Moderate risk gambler	-0.16	0.09	0.487
		Problem gambler	0.04	0.14	1.000
	Low risk gambler	Non-problem gambler	0.20	0.08	0.066
		Moderate risk gambler	0.04	0.11	1.000
		Problem gambler	0.24	0.15	0.669
	Moderate risk gambler	Non-problem gambler	0.16	0.09	0.487
		Low risk gambler	-0.04	0.11	1.000
		Problem gambler	0.20	0.16	1.000
	Problem gambler	Non-problem gambler	-0.04	0.14	1.000
		Low risk gambler	-0.24	0.15	0.669
		Moderate risk gambler	-0.20	0.16	1.000
Knowledge of responsible gambling	Non-problem gambler	Low risk gambler	-0.03	0.07	1.000
		Moderate risk gambler	0.06	0.08	1.000
		Problem gambler	0.44	0.12	0.002
	Low risk gambler	Non-problem gambler	0.03	0.07	1.000
		Moderate risk gambler	0.09	0.10	1.000
		Problem gambler	0.47	0.13	0.002
	Moderate risk gambler	Non-problem gambler	-0.06	0.08	1.000
		Low risk gambler	-0.09	0.10	1.000
		Problem gambler	0.38	0.14	0.035
	Problem gambler	Non-problem gambler	-0.44	0.12	0.002
		Low risk gambler	-0.47	0.13	0.002
		Moderate risk gambler	-0.38	0.14	0.035
Influence of work colleagues	Non-problem gambler	Low risk gambler	0.03	0.09	1.000
		Moderate risk gambler	0.21	0.10	0.201
		Problem gambler	0.64	0.15	0.000

Low risk gambler	Non-problem gambler	-0.03	0.09	1.000
	Moderate risk gambler	0.18	0.12	0.793
	Problem gambler	0.60	0.16	0.002
Moderate risk gambler	Non-problem gambler	-0.21	0.10	0.201
	Low risk gambler	-0.18	0.12	0.793
	Problem gambler	0.42	0.17	0.084
Problem gambler	Non-problem gambler	-0.64	0.15	0.000
	Low risk gambler	-0.60	0.16	0.002
	Moderate risk gambler	-0.42	0.17	0.084

The preceding analysis has identified statistically significant relationships between the three protective factors associated with developing a gambling problems and the CPGI categories of the respondents. These relationships are summarised below for each risk factor.

Exposed to Gambling Losses and Problems

There were no significant differences amongst the four CPGI groups of gamblers on the factor 'exposed to gambling losses and problems'. Thus, each of these groups was equally likely to agree that they are exposed to negative emotions when patrons lose, to patrons' gambling losses, to the effects of gambling problems, and to the amount of time patrons spend gambling, and to therefore not want to become a heavy or problem gambler. Thus, it seems that exposure to gambling losses and problems is equally experienced by all CPGI groups and has no effect on an employee's likelihood of being a non-problem, at risk or problem gambler. Thus, this factor was not statistically related to the development of gambling problems amongst gaming venue staff.

Knowledge of Responsible Gambling

Compared to the moderate risk, low risk and non-problem gamblers, the problem gambler group was significantly the least likely to agree with the items underpinning the factor 'knowledge of responsible gambling'. That is, they indicated the lowest agreement that they had heightened knowledge about problem gambling and its effects, about the poor odds in gambling and about responsible gambling as promoted at work. However, there was no significant differences between the mean scores on this factor for the moderate risk, low risk and non-problem gamblers. That is, these three groups were equally likely to agree with the items underpinning this factor. Thus, it is evident that this knowledge is a protective factor for staff against becoming a problem gambler, although it does not appear to protect them against becoming a moderate or low risk gambler.

Influence of Work Colleagues

Compared to the low risk and non-problem gamblers, the problem gambler and moderate risk gambler groups were equally and significantly the least likely to agree with the items underpinning the factor 'influence of work colleagues'. That is, these two groups indicated the lowest agreement that their work friends wanted to avoid gambling venues when going out and that they received advice from work colleagues to not gamble. The low risk and non-problem gambler groups indicated most agreement with the items underpinning this

protective factor. Thus, it is apparent that work colleagues can be a protective factor if they discourage gambling by other staff through their actions and advice.

In summary, the four CPGI groups are generally distinctive in their assessment of some of the potential protective factors they encounter in the workplace. The problem gambler group is particularly distinguished by its lowest agreement to having knowledge of responsible gambling and being influenced by work colleagues to not gamble. The moderate risk gambler group was also distinguished by its low acknowledgement of the influence of work colleagues to not gamble. However, exposure to gambling losses and problems as a protective factor did not differ amongst the four CPGI groups.

6.4 CHAPTER CONCLUSION

This chapter has addressed the third research objective, which was to measure and assess the contribution of various protective factors in their workplace to responsible gambling amongst Queensland gaming venue employees. Drawing on the findings of Study One (the qualitative study), a scale was constructed to measure potential workplace protective factors against developing gambling problems and subjected to factor analysis to produce three factors. A profile analysis (SPSS General Linear Model Repeated Measures) identified significant associations between some of these protective factors and the extent of gambling problems, as measured by the CPGI. The problem gamblers indicated the least acknowledgement of having knowledge of responsible gambling and being influenced by work colleagues to not gamble. The moderate risk gamblers were also distinguished by their low acknowledgement of the influence of work colleagues to not gamble. However, exposure to gambling losses and problems as a protective factor did not differ amongst the four CPGI groups.

CHAPTER SEVEN

WORKPLACE RISK AND PROTECTIVE FACTORS FOR GAMING VENUE STAFF FOR ADDRESSING A GAMBLING PROBLEM

7.1 INTRODUCTION

The preceding two chapters have focused on workplace-related risk and protective factors for gaming venue staff in developing a gambling problem. This chapter examines risk and protective factors for these employees in relation to addressing a gambling problem. As such, the analysis in this chapter contributes further to addressing the second and third research objectives. The purpose of the ensuing analysis was to measure workplace risk and protective factors for addressing gambling problems and to test for any links between these risk and protective factors and problem gambling. The same analytical processes and chapter structure are used as for the preceding two chapters.

7.2 SCALE CONSTRUCTION

In the absence of an existing scale to measure workplace risk and protective factors for addressing gambling problems, it was necessary to develop one for this study, as described here. As noted in Chapter Three, the interviewees involved in Study One (the qualitative study) identified several reasons why working in a gaming venue might influence the willingness and capacity of employees to recognise a gambling problem in themselves and to seek help. For the current survey, scale construction commenced by distilling these reasons into statements capturing five potential protective factors and six potential risk factors relating to addressing a gambling problem, as contained in Section Four of the survey questionnaire (Appendix A). Each statement required one of the following responses and was coded as follows - 'strongly disagree' = 1 'disagree' = 2, 'agree' = 3 or 'strongly agree' = 4.

Principal components analysis, using varimax rotation, was performed for these 11 statements to derive a set of risk and protective factors in the workplace relating to addressing a gambling problem. The first factor rotation produced three factors with eigenvalues greater than one. However, we then eliminated two items, being those in factors with low reliabilities.

Principal components analysis, using varimax rotation, was performed for the remaining nine statements and produced two factors. The rotated component loading matrices are presented in Table 7.1 These sets of items were subjected to reliability analysis and Cronbach's Alpha calculated and included in the table below. The minimum alpha for any scale was 0.76, indicating that the mean of each set of items composed a reliable scale.

Table 7.1: Rotated component matrix: Risk and protective factors for addressing a gambling problem

Item	Component	
	1.00	2.00
The responsible gaming measures at work would prompt me to seek help	0.89	-0.12
The responsible gaming measures at work would help me recognise if I had a gambling problem	0.86	-0.06
Other staff would encourage me to seek help	0.84	-0.04
My managers would encourage me to seek help	0.84	-0.04
The responsible gaming measures at work would raise my awareness of how to seek help	0.81	-0.07
I would be afraid of losing my job if I were to admit to a gambling problem	-0.01	0.84
I would be afraid of being blamed for any cash shortfalls at work	0.07	0.84
I would be too embarrassed to admit a gambling problem because I 'should know better'	-0.08	0.77
Other staff and managers would not take my gambling problem seriously	-0.33	0.56
Variance explained	36.60	22.14
Cronbach's Alpha	0.905	0.760

Factor 1: A set of five items loaded on component 1 which was labelled *encouragement to address a gambling problem*. The items related to being encouraged to recognise a gambling problem and to seek help by the responsible gaming measures at work, fellow staff and managers. This factor explained 36.6 per cent of the variance.

Factor 2: A set of four items loaded on component 2 which was labelled *discouragement to address a gambling problem*. These items related to fear of job loss and being blamed for cash shortfalls, embarrassment to admit a problem, and a view that work colleagues would not take the problem seriously. This factor explained 22.1 per cent of the variance.

In summary, these two factors represent the basic constructs underlying the nine items. Given these items were derived from extensive qualitative research with the population under study, the two resulting factors can be considered an accurate reflection of potential risk and protective factors for addressing a gambling problem facing staff in gaming venues, as perceived by those staff. The next section considers whether these potential risk and protective factors are in fact statistically associated with problem gambling amongst the respondents.

7.3 RELATIONSHIPS BETWEEN RISK AND PROTECTIVE FACTORS FOR ADDRESSING A GAMBLING PROBLEM AND PROBLEM GAMBLING

A profile analysis (SPSS General Linear Model Repeated Measures) was conducted on the two factors related to potential risk and protective factors for addressing a gambling problem, as designated by the resulting factors in Table 7.1, with the between-participant grouping of CPGI category. A profile analysis therefore illuminated any differences between CPGI groups in their level of agreement with the two factors reflecting potential risk and protective factors for addressing a gambling problem. Significant results can be interpreted as levels which are associated with CPGI category, although a causal pathway is not determined.

The first step in the procedure was to remove the 28 non-gamblers in the sample. After accounting for missing data, the samples retained for this procedure comprised:

- 296 non-problem gamblers;
- 83 low risk gamblers;
- 55 moderate risk gamblers;
- 22 problem gamblers.

The general linear model (repeated measures) then tested for significant interactions between the four-category variable reflecting the CPGI groups of gamblers and:

- a continuous variable measuring factor 1 (encouragement to address a gambling problem);
- a continuous variable measuring factor 2 (discouragement to address a gambling problem).

The mean scores for the four CPGI groups, as presented in Table 7.2, indicate how the two risk and protective factors for addressing a gambling problem were rated by each CPGI group. These two factors were produced by averaging the items in Table 7.1 relating to the respective risk and protective factors. The Wilk's Lambda statistic indicated there were significant differences in the mean scores of these two risk and protective factors amongst the CPGI groups ($F = 9.324$, $p \leq .000$, $df = 3$).

Table 7.2: Mean scores of risk and protective factors for addressing a gambling problem amongst CPGI groups

Factor	CPGI group	Mean	Std.	N
Encouragement to address a gambling problem	Non-problem gamblers	3.02	0.66	296
	Low risk gamblers	3.08	0.60	83
	Moderate risk gamblers	2.85	0.66	55
	Problem gamblers	2.31	0.60	22
Discouragement to address a gambling problem	Non-problem gamblers	2.24	0.61	296
	Low risk gamblers	2.36	0.65	83
	Moderate risk gamblers	2.34	0.72	55
	Problem gamblers	2.62	0.69	22
	Total	2.29	0.64	456

The mean scores in Table 7.2 indicate that:

- the problem gamblers indicated most agreement with the items underpinning the factor 'discouragement to address a gambling problem' (mean = 2.62). Thus, given the measurement scale, where 2.5 represents the neutral position between 'strongly disagree' and 'strongly agree' at the extremes, the problem gambling group tended to agree with the items underpinning this factor. However, they tended toward disagreement with the items underpinning 'encouragement to address a gambling problem' (mean = 2.31).
- the moderate risk gamblers indicated most agreement with the items underpinning the factor 'encouragement to address a gambling problem' (mean = 2.85). Thus, given the measurement scale, the moderate risk gambling group tended to agree with the items underpinning this factor. However, they tended toward disagreement with the items underpinning 'discouragement to address a gambling problem' (mean = 2.34).
- the low risk gamblers indicated most agreement with the items underpinning the factor 'encouragement to address a gambling problem' (mean = 3.08). Thus, given the measurement scale, the low risk gambling group agreed with the items underpinning this factor. However, they tended toward disagreement with the items underpinning 'discouragement to address a gambling problem' (mean = 2.36).
- the non-problem gamblers indicated most agreement with the items underpinning the factor 'encouragement to address a gambling problem' (mean = 3.02). Thus, given the measurement scale, the non-problem gambling group agreed with the items underpinning this factor. However, they tended toward disagreement with the items underpinning 'discouragement to address a gambling problem' (mean = 2.24).

Figure 7.1 depicts these differences amongst CPGI groups. Noting that the measurement scale is 1 = strongly disagree, 2 = disagree, 3 = agree, 4 = strongly agree, it is evident that:

- the problem gamblers indicated a lower level of agreement on the factor 'encouragement to address a gambling problem' and a higher level of agreement on the factor 'discouragement to address a gambling problem' than did the moderate risk, low risk and non-problem gamblers;
- there is little difference in the levels of agreement on both factors amongst moderate risk, low risk and non-problem gamblers.

Thus, the two risk and protective factors for addressing gambling problems, and the item scale underpinning them, appear to have good face validity, at least for distinguishing the problem gamblers from the other CPGI groups.

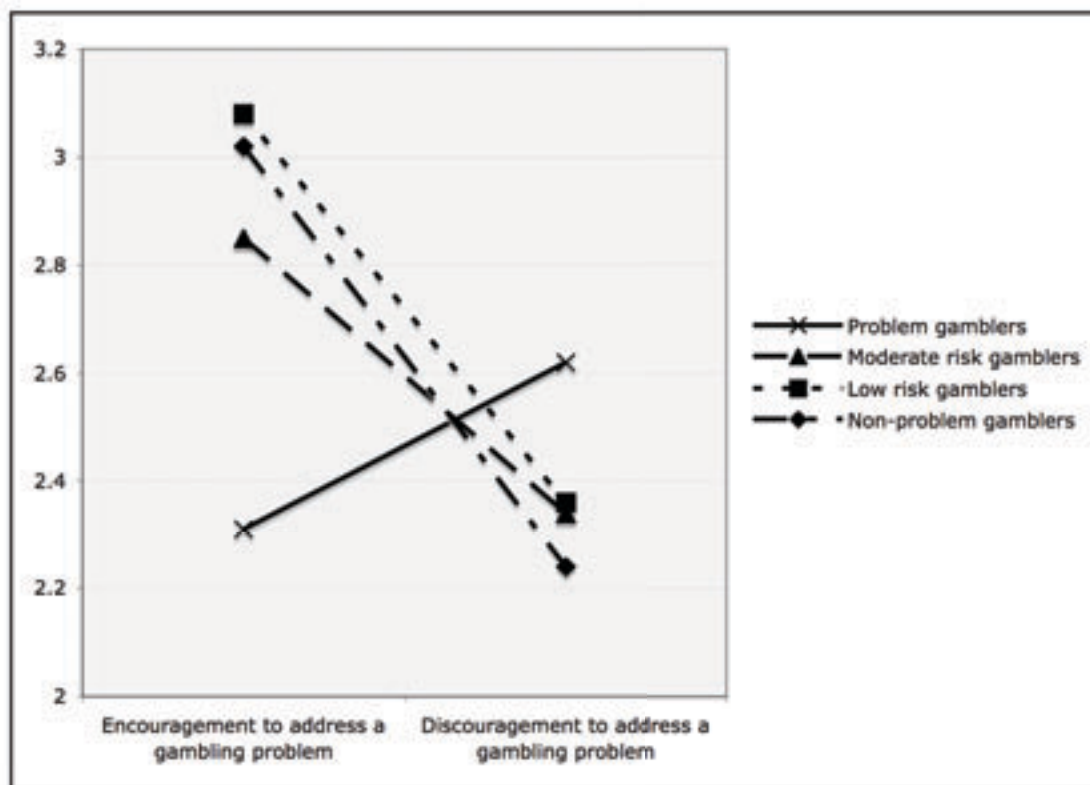


Figure 7.1: Mean scores of CPGI groups for risk and protective factors for addressing gambling problems

While, the Wilk's Lambda statistic indicated there were significant differences in the profiles of the mean scores of these two risk and protective factors between the CPGI groups ($F = 9.324$, $p \leq .000$, $df = 3$), this simply means that significant differences exist somewhere amongst the mean scores. Thus, pairwise comparisons using Bonferroni adjustment were conducted between each CPGI group on the mean scores of the two risk and protective factors. This is shown in Table 7.3, where significant differences are shown in bold type.

Table 7.3: Pairwise comparisons for risk and protective factors for addressing a gambling problem amongst CPGI groups

Factor	CPGI group	CPGI group	Mean Diff.	Std. Error	Sig.
Encouragement to address a gambling problem	Non-problem gambler	Low risk gambler	-0.06	0.08	1.000
		Moderate risk gambler	0.17	0.09	0.478
		Problem gambler	0.71	0.14	0.000
	Low risk gambler	Non-problem gambler	0.06	0.08	1.000
		Moderate risk gambler	0.23	0.11	0.241
		Problem gambler	0.77	0.15	0.000
	Moderate risk gambler	Non-problem gambler	-0.17	0.09	0.478
		Low risk gambler	-0.23	0.11	0.241
		Problem gambler	0.54	0.16	0.006
	Problem gambler	Non-problem gambler	-0.71	0.14	0.000
		Low risk gambler	-0.77	0.15	0.000
		Moderate risk gambler	-0.54	0.16	0.006
Discouragement to address a gambling problem	Non-problem gambler	Low risk gambler	-0.13	0.08	0.690
		Moderate risk gambler	-0.11	0.09	1.000
		Problem gambler	-0.39	0.14	0.040
	Low risk gambler	Non-problem gambler	0.13	0.08	0.690
		Moderate risk gambler	0.02	0.11	1.000
		Problem gambler	-0.26	0.15	0.543
	Moderate risk gambler	Non-problem gambler	0.11	0.09	1.000
		Low risk gambler	-0.02	0.11	1.000
		Problem gambler	-0.28	0.16	0.515
	Problem gambler	Non-problem gambler	0.39	0.14	0.040
		Low risk gambler	0.26	0.15	0.543
		Moderate risk gambler	0.28	0.16	0.515

The preceding analysis has identified statistically significant relationships between the two risk and protective factors associated with addressing a gambling problem and the CPGI categories of the respondents. These relationships are summarised below for each of these factors.

Encouragement to Address a Gambling Problem

Compared to the moderate risk, low risk and non-problem gamblers, the problem gambler group was significantly the least likely to agree with the items underpinning the factor

‘encouragement to address a gambling problem’. That is, they indicated the lowest agreement that they are encouraged to recognise a gambling problem and to seek help by the responsible gambling measures at work, fellow staff and managers. There were no significant differences between the mean scores on this factor for the moderate risk, low risk and non-problem gamblers. They were equally likely to agree with the underlying items. Thus, it seems that such encouragement provides some protection for staff against maintaining and failing to act on serious gambling problems.

Discouragement to Address a Gambling Problem

Compared to the non-problem gamblers, the problem gambler group was significantly more likely to agree with the items underpinning the factor ‘discouragement to address a gambling problem’. That is, they indicated the highest agreement that, if they admitted their gambling problem, they would be afraid of losing their job and being blamed for cash shortfalls, they would be embarrassed to admit a problem, and that their work colleagues would not take the problem seriously. Thus, it is apparent that such discouragement poses a risk factor for venue staff who are problem gamblers for addressing their gambling problems.

In summary, the problem gambler group is generally distinctive in its assessment of the risk and protective factors encountered in the workplace in relation to addressing a gambling problem. This is important, given that the problem gamblers surveyed based their responses on real experience of having a gambling problem, whereas the other CPGI groups were, to varying degrees, hypothesising on having a problem. The problem gamblers acknowledged the highest discouragement in relation to admitting and addressing a gambling problem, while there was no difference in the level of discouragement felt by the moderate risk, low risk and non-problem gamblers. The problem gamblers also acknowledged the lowest encouragement to admit and address a gambling problem, and this perceived level of encouragement was significantly lower than that for the non-problem gamblers.

7.4 CHAPTER CONCLUSION

This chapter has contributed further to addressing the second and third research objectives, which were to measure and assess the contribution of various risk and protective factors in the workplace to gambling problems amongst Queensland gaming venue employees. While Chapters Five and Six focused on risk and protective factors for developing a gambling problem, this chapter has focused on those relating to addressing a gambling problem. Drawing on the findings of Study One (the qualitative study), a scale was constructed to measure potential workplace risk and protective factors for addressing gambling problems and subjected to factor analysis to produce two factors. A profile analysis (SPSS General Linear Model Repeated Measures) identified significant associations between these two factors and the extent of gambling problems, as measured by the CPGI. The problem gamblers acknowledged the highest discouragement in relation to admitting and addressing a gambling problem, while there was no difference in the level of discouragement felt by the moderate risk, low risk and non-problem gamblers. The problem gamblers also acknowledged the lowest encouragement to admit and address a gambling problem, and this perceived level of encouragement was significantly lower than that for the non-problem gamblers. Thus, the scale developed and the factors derived appear to adequately capture workplace risk and protective factors encountered by gaming venue staff for addressing gambling problems, and to distinguish problem gamblers from the other CPGI groups. That is, the risk and protective factors identified were statistically associated with problem gambling.

CHAPTER EIGHT

VENUE STRATEGIES TO ENCOURAGE RESPONSIBLE GAMBLING AND DISCOURAGE PROBLEM GAMBLING AMONGST GAMING VENUE STAFF

8.1 INTRODUCTION

Having analysed risk and protective factors for gaming venue staff in developing and addressing a gambling problem, this chapter now considers possible venue strategies for lowering these risk factors and enhancing these protective factors. It therefore addresses the fourth research objective, which was to measure and assess the potential effectiveness of various venue strategies in encouraging responsible gambling and discouraging problem gambling amongst Queensland gaming venue employees. The purpose of the ensuing analysis was to measure the perceived effectiveness of potential venue strategies and to test for any links between these and problem gambling. This chapter first describes how the scale was constructed to measure the perceived effectiveness of these strategies, then the procedures used to test for links with CPGI groups. The chapter concludes with a summary of key findings.

8.2 SCALE CONSTRUCTION

In the absence of an existing scale to measure perceived effectiveness of venue strategies to encourage responsible gambling and discourage problem gambling, it was necessary to develop one for this study, as described here. As noted in Chapter Three, the interviewees involved in Study One (the qualitative study) identified numerous potential venue strategies to lower risk factors and enhance protective factors for gaming venue staff. For the current survey, scale construction commenced by distilling these potential risk factors into 18 statements, as contained in Section Five of the survey questionnaire (Appendix A). Each statement required one of the following responses and was coded as follows - 'strongly disagree' = 1 'disagree' = 2, 'agree' = 3 or 'strongly agree' = 4.

Principal components analysis, using varimax rotation, was performed for these 18 statements to derive a set of factors relating to potentially effective venue strategies. The first factor rotation produced three factors with eigenvalues greater than one. All items had acceptable communalities and all factors had acceptable reliabilities, so these three factors were retained as presented in Table 8.1. These sets of items were subjected to reliability analysis and Cronbach's Alpha calculated and included in the table below. The minimum alpha for any scale was 0.84, indicating that the mean of each set of items composed a reliable scale.

Table 8.1: Rotated component matrix: Venue strategies to encourage responsible gambling and discourage problem gambling amongst staff

Item	Component		
	1.00	2.00	3.00
Ensuring that training emphasises the effects of problem gambling would help prevent me from developing a gambling problem	0.84	0.20	0.27
Ensuring that training emphasises the odds in gambling would prevent me from developing a gambling problem	0.82	0.23	0.28
Regular responsible gambling refresher courses would help prevent me from developing a gambling problem	0.82	0.28	0.17
Training in responsible gambling would help prevent me from developing a gambling problem	0.82	0.28	0.12
Ensuring that my training focuses on staff gambling would help prevent me from developing a gambling problem	0.80	0.19	0.32
Involving local counselling services in training would help prevent me from developing a gambling problem	0.70	0.21	0.40
Providing me with more information to assess if I have a problem would help prevent me from developing a gambling problem	0.70	0.28	0.40
Putting more emphasis in the workplace on responsible gambling would help prevent me from developing a gambling problem	0.62	0.37	0.37
Not being able to gamble at all in my workplace would help prevent me from developing a gambling problem	0.55	0.36	0.03
Having tight security to minimise the temptation to steal cash would help prevent me from developing a gambling problem	0.15	0.77	0.26
Not paying me my wages in cash would help prevent me from developing a gambling problem	0.33	0.76	0.11
Not extending advances on my pay would help prevent me from developing a gambling problem	0.33	0.70	0.16
Promoting alternate social activities for staff would help prevent me from developing a gambling problem	0.26	0.64	0.40
Training in stress and conflict management would help prevent me from developing a gambling problem	0.31	0.62	0.49
Assuring me I would not lose my job because of a gambling problem would help me to address a gambling problem if I were to develop one	0.19	0.19	0.81
Assisting me to self exclude from gaming venues would help me address a gambling problem if I were to develop one	0.27	0.22	0.78
Providing me with information about counselling would help me to address a gambling problem if I were to develop one	0.40	0.30	0.70
Providing me with a non-gambling related job in my workplace would help me address a gambling problem if I were to develop one	0.24	0.51	0.51
Variance explained	55.25	8.75	5.92
Cronbach's Alpha	0.944	0.866	0.840

- Factor 1: A set of nine items loaded on component 1 which was labelled *training and information*. These items related to responsible gambling training that focuses on the effects of problem gambling, the odds in gambling, and the issue of staff gambling, that involves counselling agencies and regular refresher courses, that is underpinned by a policy of no gambling in the workplace and more emphasis on responsible gambling in the workplace. This factor explained 55.3 per cent of the variance.
- Factor 2 A set of five items loaded on component 2 which was labelled *cash limits and staff wellbeing*. These items related to limiting access to cash through tight security over cash in the workplace, not paying wages in cash, and not giving advances on pay, as well as enhancing staff wellbeing through alternative social activities for staff and training in stress and conflict management. This factor explained 8.8 per cent of the variance.
- Factor 3 A set of four items loaded on component 3 which was labelled *help to address a gambling problem*. These items related to assuring employees they would not lose their job if they admitted a gambling problem, and assistance with help-seeking, self-exclusion and an alternative job away from gambling.

In summary, these three factors represent the basic constructs underlying the 18 items. Given these items were derived from extensive qualitative research with the population under study, the three resulting factors can be considered an accurate reflection of potential venue strategies, as perceived by those staff. The next section considers whether the perceived effectiveness of these potential strategies differed amongst CPGI groups.

8.3 RELATIONSHIPS BETWEEN RISK FACTORS AND PROBLEM GAMBLING

A profile analysis (SPSS General Linear Model Repeated Measures) was conducted on the three types of potential venue strategies, as designated by the resulting factors in Table 8.1, with the between-participant grouping of CPGI category. A profile analysis therefore illuminated any differences between CPGI groups in their level of agreement with the three types of venue strategies for encouraging responsible gambling and discouraging problem gambling amongst venue staff. Significant results can be interpreted as levels which are associated with CPGI category, although a causal pathway is not determined.

The first step in the procedure was to remove the 28 non-gamblers in the sample. After accounting for missing data, the samples retained for this procedure comprised:

- 293 non-problem gamblers;
- 80 low risk gamblers;
- 55 moderate risk gamblers;
- 22 problem gamblers.

The general linear model (repeated measures) then tested for significant interactions between the four-category variable reflecting the CPGI groups of gamblers and:

- a continuous variable measuring factor 1 (training and information);
- a continuous variable measuring factor 2 (cash limits and staff wellbeing);
- continuous variable measuring factor 3 (help to address a gambling problem).

The mean scores for the four CPGI groups, as presented in Table 8.2, indicate how the three types of venue strategies were rated by each CPGI group. These three factors were produced by averaging the items in Table 8.1 relating to the respective venue strategies. The Wilk's Lambda statistic indicated there were no significant differences in the profiles of mean scores of these three factors amongst the CPGI groups ($F = 1.603, p \leq .143, df = 6$).

Table 8.2: Mean scores of venue strategies factors amongst CPGI groups

Factor	CPGI group	Mean	Std. Dev.	N
Training and information	Non-problem gamblers	2.86	0.74	293
	Low risk gamblers	3.00	0.64	80
	Moderate risk gamblers	2.81	0.61	55
	Problem gamblers	2.61	0.73	22
Cash limits and staff wellbeing	Non-problem gamblers	2.62	0.75	293
	Low risk gamblers	2.85	0.71	80
	Moderate risk gamblers	2.71	0.65	55
	Problem gamblers	2.62	0.70	22
Help to address a gambling problem	Non-problem gamblers	2.84	0.66	293
	Low risk gamblers	2.98	0.56	80
	Moderate risk gamblers	2.80	0.59	55
	Problem gamblers	2.86	0.65	22

The mean scores in Table 8.2 indicate that:

- the problem gamblers indicated most agreement with the items underpinning the factor 'help to address a gambling problem' (mean = 2.86), followed by 'cash limits and staff wellbeing' (mean = 2.62) and 'training and information' (mean = 2.61). Thus, given the measurement scale, where 2.5 represents the neutral position between 'strongly disagree' and 'strongly agree' at the extremes, the problem gambling group leaned towards agreement with the items underpinning these three factors.
- the moderate risk gamblers indicated most agreement with the items underpinning the factor 'training and information' (mean = 2.81), followed marginally by 'help to address a gambling problem' (mean = 2.80) and 'cash limits and staff wellbeing' (mean = 2.71). Thus, given the measurement scale, the moderate risk gambling group leaned towards agreement with the items underpinning these three factors.
- the low risk gamblers indicated most agreement with the items underpinning the factor 'training and information' (mean = 3.00), followed marginally by 'help to address a gambling problem' (mean = 2.98) and 'cash limits and staff wellbeing' (mean = 2.85). Thus, the low risk gambling group leaned towards agreement with the items underpinning these three factors.
- the non-problem gamblers indicated most agreement with the items underpinning the factor 'training and information' (mean = 2.86), followed marginally by 'help to address a

gambling problem' (mean = 2.84) and 'cash limits and staff wellbeing' (mean = 2.62). Thus, the non-problem gambling group leaned towards agreement with the items underpinning these three factors.

Figure 8.1 depicts these differences amongst CPGI groups. Noting that the measurement scale is 1 = strongly disagree, 2 = disagree, 3 = agree and 4 = strongly agree, it is evident that:

- the problem gamblers indicated the lowest level of agreement that 'training and information' and 'cash limits and staff wellbeing' would be effective venue strategies, but saw more merit in 'help to address a gambling problem', at least compared to the moderate risk and non-problem gamblers;
- there were few differences between the moderate risk and non-problem in their assessment of the potential effectiveness of the three types of venue strategies;
- the low-risk gamblers were more optimistic than the other CPGI groups about the potential effectiveness of the three types of venue strategies.

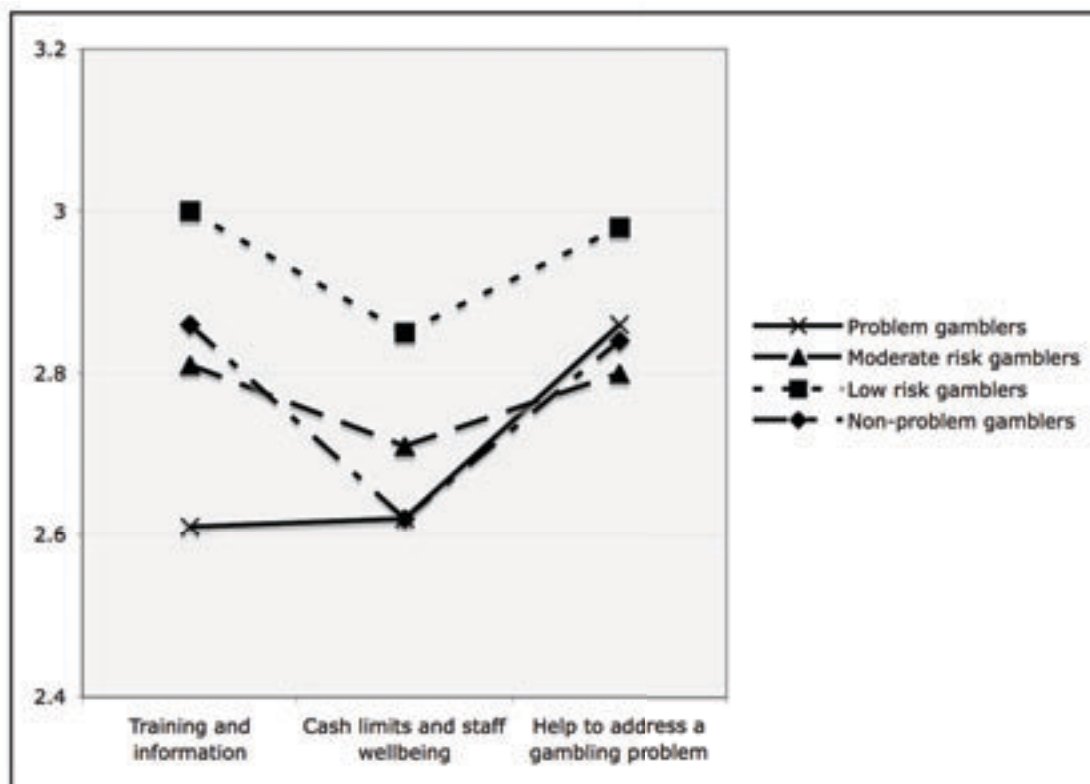


Figure 8.1: Mean scores of CPGI groups for venue strategies to encourage responsible gambling and discourage problem gambling amongst staff

As noted above, the Wilk's Lambda statistic indicated there were no significant differences in the profiles of mean scores of these three factors amongst the CPGI groups ($F = 1.603$, $p \leq .143$, $df = 6$). That is, the perceived potential effectiveness of the three types of venue strategies did not differ amongst CPGI groups. Therefore, no further tests were undertaken on the three factors and the CPGI groups.

However, there were significant differences in the mean scores of each item relating to potential venue strategies for encouraging responsible gambling and discouraging problem

gambling amongst gaming venue staff, as indicated by the Wilk's Lambda statistic ($F = 15.820$, $p \leq .000$, $df = 17$). Therefore, it is worth reviewing the mean scores of each of the 18 original items in the scale to consider which strategies were perceived overall as potentially the most effective. These are shown in Table 8.3. It is evident that, on average, respondents tended towards agreement that every nominated venue strategy could be effective (being above the neutral point of 2.5), but showed most agreement for those with the highest mean scores.

Table 8.3: Mean scores for the potential effectiveness of venue strategies to encourage responsible gambling and discourage problem gambling amongst staff

Possible Venue Strategy	Mean	Std. Error
Assisting me to self-exclude from gaming venues would help me to address a gambling problem if I were to develop one	3.01	0.04
Not being able to gamble at all in my workplace would help prevent me from developing a gambling problem	2.97	0.05
Ensuring that my training emphasises the effects of problem gambling would help prevent me from developing a gambling problem	2.97	0.04
Training in responsible gambling would help prevent me from developing a gambling problem	2.96	0.04
Providing me with information about counselling would help me to address a gambling problem if I were to develop one	2.95	0.03
Ensuring that my training emphasises the odds in gambling would help prevent me from developing a gambling problem	2.94	0.04
Ensuring that my training also focuses on staff gambling would help prevent me from developing a gambling problem	2.93	0.04
Assuring me that I would not lose my job because of a gambling problem would help me to address a gambling problem if I were to develop one	2.92	0.04
Providing me with more information to assess if I have a gambling problem would help prevent me from developing a gambling problem	2.88	0.04
Involving local gambling counselling services in my training would help prevent me from developing a gambling problem	2.84	0.04
Regular responsible gambling refresher courses would help prevent me from developing a gambling problem	2.80	0.04
Not extending advances on my pay would help prevent me from developing a gambling problem	2.80	0.05
Putting more emphasis in the workplace on responsible gambling would help prevent me from developing a gambling problem	2.77	0.04
Promoting alternative social activities for staff would help prevent me from developing a gambling problem	2.74	0.04
Training in stress and conflict management would help prevent me from developing a gambling problem	2.65	0.04
Having tight security to minimise the temptation to steal cash would help prevent me from developing a gambling problem	2.61	0.05
Providing me with a non gambling-related job in my workplace would help me to address a gambling problem if I were to develop one	2.59	0.04
Not paying me my wages in cash would help prevent me from developing a gambling problem.	2.58	0.05

8.4 SUMMARY OF KEY FINDINGS

The survey respondents were asked to indicate their level of agreement with 18 items which identified potential venue strategies for encouraging responsible gambling and discouraging problem gambling amongst gaming venue staff. A factor analysis of these 18 items showed that they logically grouped into three types of venue strategies - the provision of training and information, measures relating to cash limits and staff wellbeing, and providing help to address a gambling problem. However, the perceived effectiveness of these three types of strategies did not differ amongst the CPGI groups. Because of this, and because the original 18 items reflected potential venue interventions, a simple comparison of the mean scores of these 18 items was considered most illuminating. This found that, on average, the staff respondents tended to agree that all 18 items could be effective strategies. The most potentially effective were considered the very practical steps that could be taken if a staff member developed a gambling problem, including help to self-exclude from gaming venues, not being allowed to gamble in the workplace, provision of counselling information, and assuring the person they would not lose their job. In addition, responsible gambling training and information that emphasise the effects of problem gambling, the odds in gambling, focus on staff gambling, provide a self-assessment tool for problem gambling, and involve local counsellors, were rated highly as potential effective measures. However, the remainder of the measures should not be discounted as well, given staff agreement to their potential effectiveness.

8.5 CHAPTER CONCLUSION

This chapter has addressed the fourth research objective, which was to measure and assess the potential effectiveness of various venue strategies in encouraging responsible gambling and discouraging problem gambling amongst Queensland gaming venue employees. After describing how the scale was constructed to measure the perceived effectiveness of these strategies, three factors were derived which grouped these potential strategies into 'training and information', 'cash limits and staff wellbeing' and 'help to address a gambling problem'. A profile analysis was then used to test for links between these three factors and the four CPGI groups. However, the CPGI groups did not differ in their assessment of the perceived effectiveness of these venue strategies in encouraging responsible gambling and discouraging problem gambling amongst staff. Thus, the mean scores on each item underlying the factors were examined to determine which strategies were perceived as most potentially effective. On average, the respondents tended to agree that all 18 items could be effective strategies. The most potentially effective were the very practical steps that could be taken if a staff member developed a gambling problem, including help to self-exclude from gaming venues, not being allowed to gamble in the workplace, provision of counselling information, and assuring the person they would not lose their job. In addition, responsible gambling training and information that emphasise the effects of problem gambling, the odds in gambling, focus on staff gambling, provide a self-assessment tool for problem gambling, and involve local counsellors were rated highly as potential effective measures.

CHAPTER NINE

DISCUSSION AND CONCLUSIONS

9.1 INTRODUCTION

While previous chapters of this report have contained or concluded with substantial summaries setting out key findings for each research objective, this final chapter discusses and reflects on the main results of the study overall, integrates the findings into a cohesive framework, and identifies the study's key research contributions.

9.2 DISCUSSION OF RESULTS

While limited to a handful of studies, previous research into gambling by gaming venue staff has generally found higher rates of gambling problems than amongst the general population (Shaffer, Vander Bilt and Hall, 1999; Duquette, 2000; Shaffer and Hall, 2002; Wu and Wong, 2008). The results of the current study are consistent with this. Amongst the respondents from casinos, hotels and clubs in Queensland, the problem gambling rate was 7.5 times higher, the moderate risk gambling rate was 5.8 times higher, and the low risk rate was 3.2 times higher than those for the general Queensland population, as found in the *Queensland Household Gambling Survey 2003-04* (Queensland Government, 2005b).

Given these higher rates of problem and at risk gambling, it was not surprising that the staff respondents were an active group of gamblers. The vast majority (94.5%) had participated in some form of gambling during the 12 months prior to the survey, with the average number of activities being 3.5. When compared to the Queensland population, the staff participation rate was over 40 times higher for gambling on internet casino games, and 23 times higher for private gambling. It was also four times higher for gambling on sporting events, over double for gambling on keno, casino games, bingo, horse and greyhound races and gaming machines, but only marginally higher for gambling on lottery products. Compared to the Queensland population, the proportion of staff respondents who gambled regularly (once a week or more frequently) was over 17 times higher for gambling on sporting events, over four times higher for gambling on horse/dog races, keno and casino table games, about triple for playing gaming machines and double for playing bingo. Thus, this profile of active gambling is consistent, in a broad sense, with the higher prevalence of gambling problems found in this and previous studies.

However, while these previous studies have speculated on reasons for higher rates of gambling problems amongst gaming venue employees, this study and Study One have been the first to empirically and comprehensively examine contributors to gambling problems amongst venue staff in terms of workplace risk and protective factors. Indeed, this study is the first known to provide a quantitative analysis of this.

One indication of potential risk factors in the workplace is apparent from the workplace and employment characteristics of the problem and moderate risk gamblers amongst the survey respondents. Higher proportions of the problem gamblers worked around the venue's gambling facilities and activities 'almost always', rather than 'most of the time', 'sometimes' or 'never', and held a position that involved assisting patrons with at least one type of gambling activity while at work. Similarly, higher proportions of the moderate risk gamblers worked around the venue's gambling facilities and activities 'almost always' or 'most of the time', rather than 'sometimes' or 'never', and assisted patrons with at least one type of gambling activity while at work. Thus, it appears that exposure and active involvement with

gambling activities in the workplace is associated with gambling problems, particularly amongst the male employees. Also consistent with this exposure theory is that about three-quarters of the problem gamblers and two-fifths of the moderate risk gamblers reported increasing their gambling since commencing work in a gaming venue.

However, the problem does not seem to lie in being able to gamble in the workplace, at least insofar as not many problem or moderate risk gamblers reportedly gamble in their place of employment. In fact, very small proportions of all staff respondents gambled on gaming machines (4.7 per cent) or at a TAB in their workplace (11.8 per cent) and it is illegal for staff to gamble on keno in their workplace in Queensland. Further, none of the 22 problem gamblers gambled on gaming machines in their workplace, while only three of the 56 moderate risk gamblers played gaming machines in their workplace 'almost always' or 'most of the time'. Similarly, none of the 22 problem gamblers gambled on the TAB in their workplace, although eight of the 56 moderate risk gamblers gambled on their workplace TAB 'almost always' or 'most of the time'. Thus, it is evident that most of the problem gambling and at risk gambling by staff occurs outside their workplace. However, this is not to say that being able to gamble in the workplace has no influence on staff gambling behaviour. A liberal policy on gambling in the workplace may well introduce staff to gambling, encourage a greater interest in gambling, nurture a culture of gambling, and expose staff to influences from work colleagues who are gamblers.

The preceding discussion has noted that ready physical access to gambling facilities in the workplace is not associated with gambling problems, but that higher rates of gambling problems are associated with exposure and active involvement with gambling activities in the workplace. A deeper understanding of how this exposure and involvement relate to gambling problems was gained through measuring and assessing the contribution of various workplace risk factors to gambling problems amongst the staff respondents. Five types of risk factors were identified that were statistically associated with the development of gambling problems.

One risk factor was found to be workplace motivators to gamble. This included gambling to cope with job dissatisfaction, boredom and stress, and gambling to help staff make friends and socialise, win money, improve job performance, and relax after work. The problem gamblers indicated higher agreement with these motivators, followed by the moderate risk gamblers, the low risk gamblers and the non-problem gamblers, respectively. Thus, it is apparent that the more motivated to gamble staff are by these workplace factors, the higher their tendency towards developing gambling problems. This is consistent with some previous studies. Certainly, gaming venue employees have been reported to have high levels of stress, irritability, moodiness and exhaustion after work, along with sleep and appetite problems (Keith, Cann, Brophy, Hellyer, Day, Egan, Mayville and Watterson, 2001). Further, Wu and Wong (2008) found that job meaningfulness largely explained variances of job stress among Chinese casino employees in Macau and that job stress had a significant, but weak, direct impact on disordered gambling. More generally, Perese, Bellringer and Abbott (2005) note that many studies around the world have found that gambling to relieve negative emotional states, such as depression, anxiety, boredom and loneliness, may be a significant risk factor for problem gambling. As such, gambling motivated by work-induced stress, job dissatisfaction, boredom and loneliness appears a risk factor for gaming venue staff.

A second risk factor was found to be the influence of work colleagues. This included working with managers and staff who are regular gamblers, who approve of gambling, who encourage them to gamble, who talk about the positive aspects of gambling, and who share gambling tips with them. Again, the problem gamblers indicated higher agreement with these influences, followed by the moderate risk gamblers, the low risk gamblers and the non-problem gamblers, respectively. Thus, it is apparent that the more influenced to gamble staff are by the managers and staff they work with, the higher their tendency towards developing

gambling problems. While there is a paucity of research into how social interaction influences gambling (Abbott and Volberg, 1999), associations between problem gambling and parental gambling problems suggest that significant others can be a key influence on a person's gambling, through increasing exposure to gambling and social learning (Perese, Bellringer and Abbott, 2005). One study (Abbott 2001) noted that problem gamblers commonly report that their spouse or partner and work colleagues have gambling problems. While conventional wisdom is that problem gamblers tend to gamble alone, they apparently do not differ from non-problem gamblers in their frequency of participating in gambling with friends and work colleagues (Perese, Bellringer and Abbott, 2005).

A third risk factor identified was workplace triggers to gamble. This included seeing large jackpots on offer, seeing patrons winning, seeing large amounts of cash and just seeing gambling at work. Again, the problem gamblers indicated higher agreement with these influences, followed by the moderate risk gamblers, the low risk gamblers and the non-problem gamblers, respectively. Thus, it is evident that the more apparent these workplace triggers are to staff, the higher their tendency towards developing gambling problems. More generally, it is widely recognised that the gambling environment, including lighting, colour, sound effects and the size of jackpots, may influence gambling behaviour (Griffiths, 1995; Griffiths and Parke, 2003), although the nature of any link between situational factors and problem gambling remains unclear (Perese, Bellringer and Abbott, 2005). Nevertheless, it appears that working in a gaming environment can present staff with numerous triggers to gamble which, for some, are associated with the development or maintenance of gambling problems.

A fourth risk factor was limited social opportunities for gaming venue staff. This included having limited social opportunities due to shiftwork, which can then be accompanied by loneliness, a need to find solitary leisure activities, and the workplace becoming a primary social outlet. The problem and moderate risk gamblers indicated the highest agreement that they had limited social opportunities due to these factors, followed by the low risk gamblers and non-problem gamblers, respectively. Thus, it is apparent that the more limited staff feel in the social opportunities available to them, the higher their tendency towards developing gambling problems. It is well known that shift work can interfere with a worker's family, social and community life, with their leisure activities and with other obligations (Keith *et al.*, 2001). Further, Perese, Bellringer and Abbott (2005) note it is probable that a lack of social interaction influences the development and maintenance of gambling problems.

The fifth risk factor associated with the development of gambling problems amongst the gaming venue staff was familiarity and interest in gambling. This includes increased familiarity, comfort, knowledge, excitement and interest relating to gambling and its potential normalisation through frequent exposure. Compared to the non-problem gamblers, the problem gamblers, moderate risk gamblers and low risk gamblers were significantly more likely to acknowledge a heightened interest and familiarity with gambling. Thus, it is evident that staff with this heightened interest and familiarity are more likely to be problem or at-risk gamblers. However, because the statistical tests revealed only associations and not causal pathways, it is also possible that problem and at risk gamblers have a heightened interest and familiarity with gambling due to their greater gambling activity. Certainly, increased knowledge about gambling enhances ease of use of gambling products and services and so increases accessibility to gambling, a factor also associated with problem gambling (Productivity Commission, 1999). Further, it is likely that employees' attitudes to gambling of acceptance and normalisation also influence their own gambling, given that attitudes to gambling are known to directly influence a person's behaviour (Perese, Bellringer and Abbott, 2005).

In summary, the four CPGI groups of gamblers were generally distinctive in their assessment of the risk factors they encounter in the workplace. Workplace motivators to gamble, the influence of work colleagues and workplace triggers to gamble were particularly distinctive amongst the four groups. The problem gamblers showed the highest agreement with these factors, followed by the moderate risk gamblers, the low risk gamblers and the non-problem gamblers, respectively. The other two factors – limited social opportunities and familiarity and interest in gambling – distinguished the problem and at-risk groups from the non-problem gamblers. Thus, it can be concluded that these five aspects of working in a gaming venue present potential risk factors for gaming venue staff in developing gambling problems.

In addition to identifying risk factors, three potential protective factors for venue staff against developing gambling problems were also identified in this study. The first was exposure to gambling losses and gambling problems. This included being exposed to negative emotions when patrons lose, to patrons' gambling losses, to the effects of gambling problems, and to the amount of time patrons spend gambling, and therefore an aversion to becoming a heavy or problem gambler. However, with no significant differences amongst the four CPGI groups of gamblers in their assessment of these, it is apparent that exposure to gambling losses and problems does not necessarily protect gaming venue staff from developing gambling problems.

The second potential protective factor, knowledge of responsible gambling, included heightened knowledge about problem gambling and its effects, about the poor odds in gambling and about responsible gambling as promoted at work. Compared to the moderate risk, low risk and non-problem gamblers, the problem gambler group was significantly less likely to agree they were knowledgeable about responsible gambling in these ways. Thus, it is evident that this knowledge is a protective factor for staff against becoming a problem gambler, although it does not appear to protect them against becoming a moderate or low risk gambler. Few studies have evaluated the effectiveness of responsible gambling initiatives. However, in one study of the perceived efficacy of responsible gambling measures in a sample of clubs in Sydney, Australia (Hing, 2003), 18 per cent of patrons who responded reported they had reduced the frequency of their gambling, 17 per cent reported they had reduced their typical session length, and 19 per cent reported they had reduced their usual gambling expenditure because of these measures. However, whether these measures have the same influence on staff is not known, although the results from the current study suggest they have some effectiveness as a protection against staff developing serious gambling problems.

The third protective factor identified was the influence of work colleagues. This included having friends at work who wanted to avoid gambling venues when going out and receiving advice from work colleagues to not gamble. Compared to the low risk and non-problem gamblers, the problem gambler and moderate risk gambler groups were equally and significantly the least likely to agree they encountered these influences. Thus, it is apparent that work colleagues can be a protective factor if they discourage gambling by other staff through their actions and advice. As noted above, prior research suggests that significant others and social learning can influence gambling behaviour, presumably in a positive as well as negative way.

In addition to examining risk and protective factors associated with the development of gambling problems, this study also examined risk and protective factors relating to addressing gambling problems. The preceding qualitative study, Study One, highlighted numerous reasons why it may be more easy or difficult for gaming venue staff to admit to, address and resolve a gambling problem. The survey results from this study identified one risk factor, discouragement to address a gambling problem, which reflected the qualitative results. This risk factor included fear of job loss if an employee admits to a gambling problem, fear of being blamed for cash shortfalls, feeling too embarrassed to admit a problem because staff

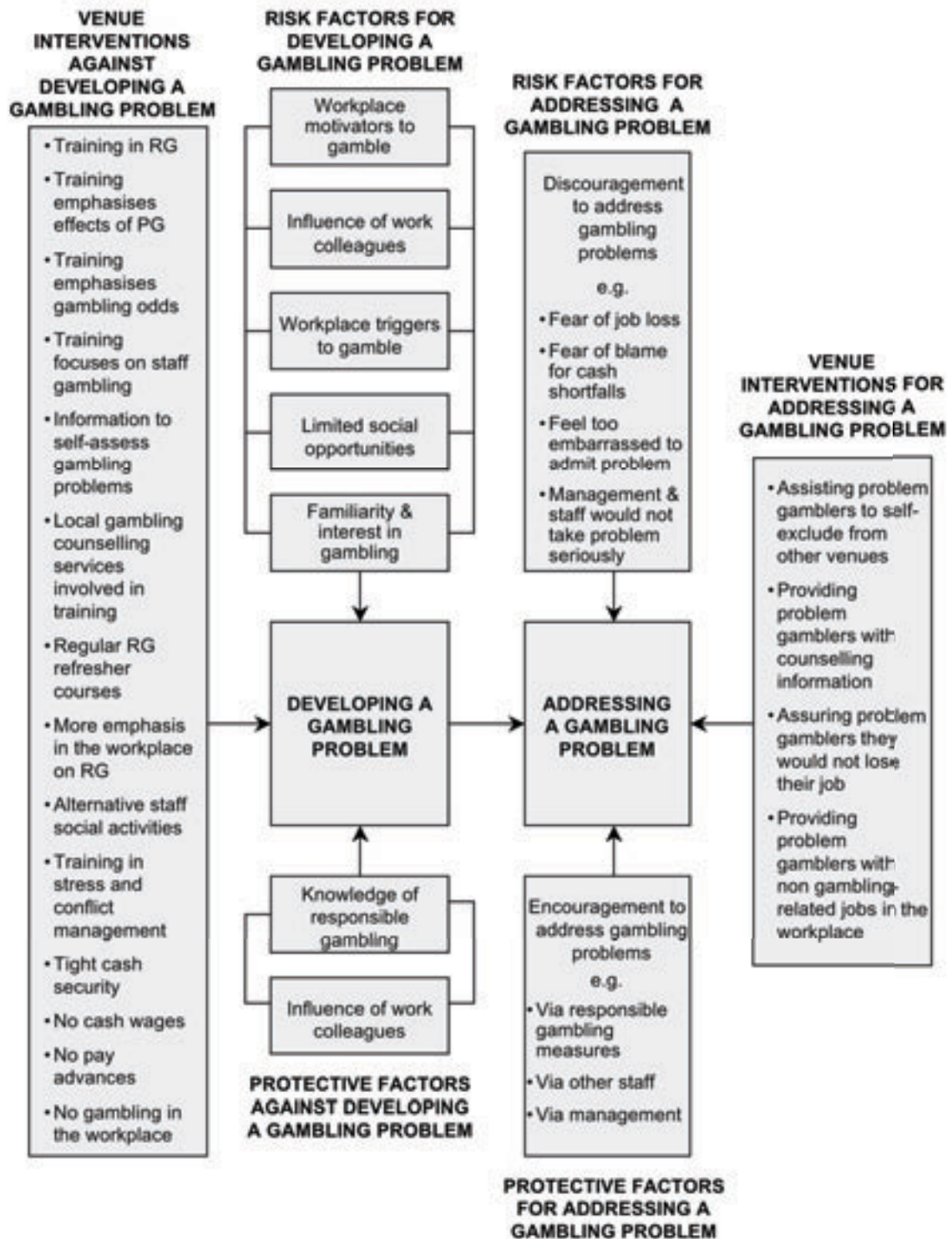
‘should know better’, and concern their work colleagues would not take the problem seriously. Compared to the non-problem gamblers, the problem gambler group was significantly more likely to agree that they felt discouraged from addressing their gambling problem due to these reasons. Thus, it is apparent that such discouragement poses a risk factor for venue staff who are problem gamblers for addressing their gambling problems.

In contrast, encouragement to address a gambling problem was identified as a protective factor for staff in addressing a gambling problem. This comprised being encouraged to recognise a gambling problem and to seek help by the responsible gambling measures at work, fellow staff and managers. Compared to the moderate risk, low risk and non-problem gamblers, the problem gambler group was significantly the least likely to agree that they are encouraged to recognise a gambling problem and to seek help by the responsible gambling measures at work, fellow staff and managers. Thus, it seems that such encouragement provides some protection for staff against maintaining and failing to act on serious gambling problems.

The final aspect relating to staff gambling which was examined in this study was possible venue strategies to encourage responsible gambling and discourage problem gambling amongst gaming venue employees. These potential strategies were perceived by the staff respondents as encompassing three main areas. These related to training and information, cash limits and staff wellbeing, and help to address a gambling problem. There were no significant differences amongst the four CPGI groups of staff gamblers in their endorsement of the potential effectiveness of these strategies. Instead, all CPGI groups indicated a high level of agreement with all 18 venue strategies surveyed. The most potentially effective were considered the very practical steps that could be taken if a staff member developed a gambling problem, including help to self-exclude from gaming venues, not being allowed to gamble in the workplace, provision of counselling information, and assuring the person they would not lose their job. In addition, responsible gambling training and information that emphasise the effects of problem gambling, the odds in gambling, focus on staff gambling, provide a self-assessment tool for problem gambling, and involve local counsellors were rated highly as potential effective measures. However, the remainder of the measures should not be discounted as well in assisting staff members to gamble responsibly and avoid gambling problems.

To draw the results of this study, together, Figure 9.1 depicts the risk and protective factors statistically associated with developing and addressing gambling problems amongst gaming venue staff and the venue strategies considered potentially effective in encouraging them to gamble responsibly.

Figure 9.1: Risk and protective factors and potential venue interventions for gaming venue staff in developing and addressing gambling problems



9.3 CHAPTER CONCLUSION

This chapter concludes this study. It has summarised its key findings and integrated these into a framework of risk and protective factors relating to the development of gambling problems amongst staff who work in gaming venues and their capacity to address these problems. It has also identified numerous venue strategies which have potential to act as appropriate interventions for these staff.

While subject to the limitations of non-random samples and low response rates, this research represents the first known study to quantitatively examine workplace influences on the gambling behaviour of gaming venue staff. Its major contribution lies in its identification of heightened rates of problem and at risk gambling amongst this cohort, certain risk and protective factors for these staff in relation to developing and addressing a gambling problem, and potentially effective venue interventions.

While it is beyond the scope of this study to make specific recommendations, it is hoped that it has highlighted distinctive features of the work environment encountered by gaming venue staff and the gambling-related risks that are seemingly inherent in this type of employment. It is evident from the results that gaming venue staff are an at risk group for developing and maintaining gambling problems and that there is potential for venues to lower risk factors and enhance protective factors in relation to gambling by these employees. To do so would extend current responsible gambling efforts by industry beyond the current focus on patrons, to also include their employees.

REFERENCES

- Abbott, M. and R.A. Volberg, (1999). *Gambling and Problem Gambling in the Community: An International Overview and Critique, Report Number One of the New Zealand Gaming Survey*, Department of Internal Affairs, Wellington.
- Abbott, M., (2001). *What Do We Know About Gambling and Problem Gambling in New Zealand? Report Number Seven of the New Zealand Gambling Survey*, Department of Internal Affairs, Wellington.
- Australian Bureau of Statistics, (2006a). *Catalogue No. 8684.0: Gambling Services Australia 2004-05*, Australian Bureau of Statistics, Canberra.
- Australian Bureau of Statistics, (2006b). *Catalogue No. 8687.0: Clubs, Pubs, Taverns and Bars Australia 2004-05*, Australian Bureau of Statistics, Canberra.
- Australian Gaming Council, (2007). *A Database on Australia's Gambling Industry 2006-07*, Australian Gaming Council, Melbourne.
- Canadian Centre on Substance Abuse, (2001). *The Canadian Problem Gambling Index: Final Report*, Canadian Centre on Substance Abuse, Ottawa.
- Duquette, K.B., (1999). *Casino Employee Gambling Behaviour*, unpublished Masters thesis, University of Nevada, Las Vegas.
- Griffiths, M. and J. Parke, (2003). 'The Environmental Psychology of Gambling', in G. Reith (ed.), *Gambling: Who Wins/ Who Loses?*, Prometheus Books, Amherst, N.Y., pp. 277-292.
- Griffiths, M., (1995). *Youth Gambling*, Routledge, London.
- Hing, N. and H. Breen, (2006). *Gambling by Employees of Queensland Gaming Venues: Workplace Influences on Responsible Gambling and Problem Gambling*, report prepared for the Queensland Office of Gaming Regulation, Centre for Gambling Education and Research, Southern Cross University, Lismore.
- Hing, N., (2003). *An Assessment of Member Awareness, Perceived Adequacy and Perceived Effectiveness of Responsible Gambling Strategies in Sydney Clubs*, report prepared for the Casino Community Benefit Fund for the New South Wales Government, Centre for Gambling Education and Research, Southern Cross University, Lismore.
- Keith, M., B. Cann, J. Brophy, D. Hellyer, M. Day, S. Egan, K. Mayville and A. Watterson, (2001). 'Identifying and Prioritizing Gaming Workers' Health and Safety Concerns Using Mapping for Data Collection', *American Journal of Industrial Medicine*, 39, 49-51.
- Office of Economic and Statistical Research, (2005). *Australian Gambling Statistics 1978-79 to 2003-04*, Queensland Government, Brisbane.
- Perese, L. M. Bellringer and M. Abbott, (2005). *Literature Review to Inform Social Marketing Objectives and Approaches and Behaviour Change Indicators to Prevent and Minimise Gambling Harm*, report prepared for the Health Sponsorship Council, Gambling Research Centre, Auckland University of Technology, Auckland.
- Productivity Commission, (1999). *Australia's Gambling Industries: Report No. 10*, AusInfo, Canberra.
- Queensland Government, (2005a). *Responsible Gambling Research Grants Information Pack*, Queensland Government, Brisbane.

Queensland Government, (2005b). *Queensland Household Gambling Survey 2003-04*, Queensland Government, Brisbane.

Shaffer H.J., J. Vander Bilt and M.N. Hall, (1999). 'Gambling, Drinking, Smoking and Other Health Risk Activities Amongst Casino Employees', *American Journal of Industrial Medicine*, 36, 365-378.

Shaffer, H.J. and M.N. Hall, (2002). 'The Natural History of Gambling and Drinking Problems Among Casino Employees', *The Journal of Social Psychology*, 142 (4), 405-424.

Thomas, S. and A. Jackson, (2004). 'Program Findings that Inform Curriculum Development for the Prevention of Problem Gambling', *Gambling Research*, 16 (2), 40-51.

Wu, A. and E. Wong, (2008). 'Disordered Gambling Among Chinese Casino Employees', *Journal of Gambling Studies*, 24 (2), 207-218.

APPENDICES

APPENDIX A: SURVEY QUESTIONNAIRE

• Promoting Responsible Gambling •

A study of gambling by gaming venue staff



The Centre for Gambling Education and Research at Southern Cross University invites you to participate in this survey. It has been commissioned by the Queensland Office of Gaming Regulation. We hope to find out if working in a gaming venue influences the gambling behaviour of staff. We also want to identify ways that gaming venues can encourage responsible gambling amongst their staff. 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 Queensland 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 6626 9139 or email: sue.kelly@scu.edu.au

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

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. 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
5. 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
6. When at work, how often are you around your venue's gambling facilities and activities?
☐ Never ☐ Sometimes ☐ Most of the time ☐ Almost always
7. What type of gaming venue do you currently work in?
☐ Hotel ☐ Club ☐ Casino
8. Approximately how many gaming machines does your current workplace have?
☐ None ☐ 1-20 ☐ 21-40 ☐ 41-100
☐ 101-150 ☐ 151-200 ☐ 201-280 ☐ More than 280
9. Are you allowed to gamble on gaming machines in your workplace during time off?
☐ Yes, at any time ☐ Yes, but only in time off or when not in uniform ☐ No, not at all
10. Are you allowed to gamble on the TAB in your workplace during time off?
☐ Yes, at any time ☐ Yes, but only in time off or when not in uniform ☐ No, not at all
11. Are you allowed to enter gaming promotions in your workplace during time off?
☐ Yes, at any time ☐ Yes, but only in time off or when not in uniform ☐ No, not at all
12. 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) _____
13. In total, about how long have you worked in gaming venues? _____ yrs _____ months
14. 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
15. What is your age? _____ years old
16. What is your sex? ☐ Male ☐ Female

SECTION 2

Our next questions are about some aspects of working in a gaming venue. To what extent do you agree or disagree with each of the following statements? (*please tick one box on each line*)

	Strongly disagree	Disagree	Agree	Strongly Agree
17. I am allowed to gamble in my workplace during my time off.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. There are gaming venues close to my workplace where I can gamble before or after work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. If I want to go out after work, the only places open are gaming venues.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. I find gaming venues familiar, comfortable places to be in.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21. I have spare time to fill in between split-shifts.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22. I like to have one or more alcoholic drinks after work in venues where gambling is also available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Strongly disagree	Disagree	Agree	Strongly Agree
23. I have increased familiarity, interest & knowledge about gambling..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. I now look at regular gambling as a normal and popular activity.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. I now look at gambling as an exciting thing to do.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. I now look at gambling as a good way to make money.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. I see lots of cash so I easily forget the value of my own money.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. I am tempted to gamble when I see big jackpots on offer.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Seeing gambling at work triggers a temptation for me to gamble.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Strongly disagree	Disagree	Agree	Strongly Agree
30. I see and hear more about gambling wins than about losses.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Seeing patrons win increases my hopes of winning at gambling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. I am given gambling tips by patrons.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. I constantly hear about gambling from patrons.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34. Patrons at work encourage me to gamble with them.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. I enjoy gambling with patrons at my workplace during my time off.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Strongly disagree	Disagree	Agree	Strongly Agree
36. I have the opportunity to gamble with other staff during time off.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. I am encouraged to gamble by other staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. I hear gambling tips from other staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39. Gambling with other staff helps me make friends with them.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40. I work with staff who generally approve of gambling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41. I work with staff who are regular gamblers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Strongly disagree	Disagree	Agree	Strongly Agree
42. I have the opportunity to gamble with my managers during time off.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43. I feel I need to gamble to perform my job well.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
44. I hear my managers talk about gambling wins.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
45. I hear my managers talk about gambling in a positive way.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
46. I work with managers who generally approve of gambling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
47. I work with managers who are regular gamblers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly disagree	Disagree	Agree	Strongly Agree
48. Gambling helps me unwind after work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
49. Gambling helps me cope with job dissatisfaction.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50. I am often bored at work so I take an interest in gambling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51. I like to avoid talking to people when I am out relaxing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
52. Gambling helps me forget about work stresses.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Strongly disagree	Disagree	Agree	Strongly Agree
53. I get lonely in my time off because of shiftwork.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
54. I have few other social/recreational opportunities due to shiftwork...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
55. Gambling is something I can do on my own when friends/family are at work or school.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
56. I tend to socialise with other shift workers who gamble.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
57. My social life centres around my workplace.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 3

Our next few questions are about some other aspects of working in a gaming venue.
To what extent do you agree or disagree with each of the following statements?
(please tick one box on each line)

	Strongly disagree	Disagree	Agree	Strongly Agree
58. I am aware of how much money the venue collects from gambling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
59. I see problem or heavy gamblers and don't want to be like them...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
60. I see patrons get angry, upset or depressed about gambling losses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
61. I see or hear about the effects of patrons' gambling problems.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
62. I see or hear about gambling losses by patrons.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
63. I see the amount of time patrons spend gambling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Strongly disagree	Disagree	Agree	Strongly Agree
64. Other staff and managers advise me not to gamble.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
65. My work friends want to avoid gambling venues when we go out.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
66. Responsible gambling is very strongly promoted at work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
67. I have increased knowledge about problem gambling and its effects on people.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
68. I have increased knowledge about the poor odds in gambling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
69. I have witnessed patrons self-excluding from my venue.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Strongly disagree	Disagree	Agree	Strongly Agree
70. I am not allowed to gamble in my workplace at any time.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
71. There are no gaming venues close to my workplace where I can gamble before or after work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
72. I go out less because I work shiftwork.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
73. There are usually no gaming venues open after I finish work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
74. I get sick of being around gambling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75. I don't have enough time off work to spend it gambling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 4

If you were to discover that you were developing a gambling problem, some aspects of working in a gaming venue might make it easier or more difficult for you to address that problem. To what extent do you agree or disagree with each of the following statements about this? (please tick one box on each line)

	Strongly disagree	Disagree	Agree	Strongly Agree
76. The responsible gambling measures at work (training, signage, etc) would help me recognise if I had a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
77. The responsible gambling measures at work (training, signage, etc) would prompt me to seek help.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
78. The responsible gambling measures at work (training, signage, etc) would raise my awareness of how to seek help.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
79. Other staff would encourage me to seek help.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
80. My managers would encourage me to seek help.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Strongly disagree	Disagree	Agree	Strongly Agree
81. I would be afraid of losing my job if I were to admit a gambling problem to my manager.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
82. I would be afraid of being blamed for any cash shortfalls at work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
83. I would be too embarrassed to admit a gambling problem because I 'should know better'.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
84. Other staff and managers would not take my gambling problem seriously.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
85. I would find it difficult to find another job away from gambling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
86. I would find it difficult to exclude myself from the gaming facilities at work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 5

Our next few questions are about ways that gaming venues might help encourage responsible gambling and discourage problem gambling amongst their staff. To what extent do you agree or disagree with each of the following statements about this? (please tick one box on each line)

	Strongly disagree	Disagree	Agree	Strongly Agree
87. Not being able to gamble at all in my workplace would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
88. Training in responsible gambling would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
89. Regular responsible gambling refresher courses would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
90. Ensuring that my training emphasises the odds in gambling would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
91. Ensuring that my training emphasises the effects of problem gambling would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
92. Ensuring that my training also focuses on staff gambling would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
93. Involving local gambling counselling services in my training would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
94. Providing me with more information to assess if I have a gambling problem would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly disagree	Disagree	Agree	Strongly Agree
95. Putting more emphasis in the workplace on responsible gambling would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
96. Not extending advances on my pay would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
97. Not paying me my wages in cash would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
98. Having tight security to minimise the temptation to steal cash would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
99. Training in stress and conflict management would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
100. Promoting alternative social activities for staff would help prevent me from developing a gambling problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
101. Providing me with a non gambling-related job in my workplace would help me to address a gambling problem if I were to develop one.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
102. Providing me with information about counselling would help me to address a gambling problem if I were to develop one....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
103. Assuring me that I would not lose my job because of a gambling problem would help me to address a gambling problem if I were to develop one.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
104. Assisting me to self-exclude from gaming venues would help me to address a gambling problem if I were to develop one....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 6

Finally, we'd like to ask some questions about your own gambling activities. Remember that this survey is anonymous, so please answer the questions as accurately as you can.

During the last 12 months, how often did you gamble on each of the following types of gambling?
(please tick one box on each line)

	Daily	2-4 times per week	About once a week	About once a fortnight	About once a month	Less than once a month	Never in the past year
105. Lotto/ Scratchies/ Lottery/ Soccer Pools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
106. Bingo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
107. Keno	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
108. Gaming machines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
109. TAB betting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
110. Racetrack betting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
111. Casino games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
112. Sports betting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
113. Casino style games on the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
114. Private gambling (e.g. cards with friends).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

During the last 12 months, how much time have you normally spent each time you have gambled on each of the following activities? (please write down hours and minutes for each)

- | | | | |
|--|-------------|---------------|-------------|
| 115. Bingo | _____ hours | _____ minutes | (each time) |
| 116. Keno | _____ hours | _____ minutes | (each time) |
| 117. Gaming machines | _____ hours | _____ minutes | (each time) |
| 118. TAB betting | _____ hours | _____ minutes | (each time) |
| 119. Racetrack betting | _____ hours | _____ minutes | (each time) |
| 120. Casino games | _____ hours | _____ minutes | (each time) |
| 121. Sports betting | _____ hours | _____ minutes | (each time) |
| 122. Casino style games on the internet | _____ hours | _____ minutes | (each time) |
| 123. Private gambling (e.g. cards with friends)..... | _____ hours | _____ minutes | (each time) |

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)

- | | |
|--|--------------------|
| 124. Lotto/ Scratchies/ Lottery/ Soccer Pools | \$ _____ per month |
| 125. Bingo | \$ _____ per month |
| 126. Keno | \$ _____ per month |
| 127. Gaming machines | \$ _____ per month |
| 128. TAB betting | \$ _____ per month |
| 129. Racetrack betting | \$ _____ per month |
| 130. Casino games | \$ _____ per month |
| 131. Sports betting | \$ _____ per month |
| 132. Casino style games on the internet | \$ _____ per month |
| 133. Private gambling (e.g. cards with friends)..... | \$ _____ per month |

134. Since working in a gaming venue, has your gambling generally decreased, increased or not changed? (please tick one box)

- | | | | | |
|---|--|---|--|---|
| <input type="checkbox"/> Decreased
a lot | <input type="checkbox"/> Decreased
a little | <input type="checkbox"/> Stayed about
the same | <input type="checkbox"/> Increased
a little | <input type="checkbox"/> Increased
a lot |
|---|--|---|--|---|

135. When you play gaming machines, do you play them in your workplace? (please tick one box)

- | | | | | |
|--------------------------------|------------------------------------|--|---|--|
| <input type="checkbox"/> Never | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Most of
the time | <input type="checkbox"/> Almost
always | <input type="checkbox"/> Don't play
gaming machines |
|--------------------------------|------------------------------------|--|---|--|

136. When you bet on the TAB, do you do this in your workplace? (please tick one box)

- | | | | | |
|--------------------------------|------------------------------------|--|---|--|
| <input type="checkbox"/> Never | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Most of
the time | <input type="checkbox"/> Almost
always | <input type="checkbox"/> Don't bet on
the TAB |
|--------------------------------|------------------------------------|--|---|--|

We'd now like to ask you the following questions about your gambling (please tick 1 box on each line):

- | | Never | Sometimes | Most of the time | Almost always |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| 137. Thinking about the past 12 months, how often have you bet more than you could really afford to lose?..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 138. 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="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 139. 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="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 140. Thinking about the past 12 months, how often have you borrowed money or sold anything to get money to gamble? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 141. Thinking about the past 12 months, how often have you felt that you might have a problem with gambling? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 142. 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="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 143. 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="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 144. Thinking about the past 12 months, how often has your gambling caused you any health problems, including stress or anxiety? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 145. Thinking about the past 12 months, how often has your gambling caused any financial problems for you or your household? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

145. If you have any other comments you would like to make about staff gambling and if it is influenced by working in a gaming venue, please write them here. They will be read and taken into account.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

THANK YOU!

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

Is gambling a problem for you? Call the Gambling Helpline. A confidential & free counselling service. Free Call 1800 222 050.

APPENDIX B: COVER STORY IN THE QHA UPDATE 27 APRIL 2007

RESEARCH ON GAMBLING BEHAVIOUR OF STAFF

The Centre for Gambling Education and Research at Southern Cross University is pleased to announce a new research project funded by the Queensland Office of Gaming Regulation through its Responsible Gambling Research Grants Program. The research project aims to find out if working in a gaming venue influences the gambling behaviour of staff and any ways that gaming venues might help to encourage responsible gambling by their staff. The Centre is asking for your assistance with this project, which involves a survey of staff working in hotels, clubs and casinos in Queensland.

Enclosed in this QHA Update, you will find 3 copies of the survey, along with 3 reply-paid envelopes. The Centre is asking for hotel managers who receive this QHA Update to ask 3 of their staff to complete and return the survey. While managers can decide which of their employees they 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 employees in a range of hotel positions. However, if this is not possible, then it is still appropriate for any 3 of your staff to complete the survey.

The survey is anonymous and does not ask for the employee's name or the hotel's name. The information will be handled only by the Centre for Gambling Education and Research and will not be accessible by the Queensland Government, the QHA, hotels or their staff. The survey results, also including those for club and casino staff, will be summarised in a research report for the Queensland Office of Gaming Regulation 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. QHA encourages venues to support this research. Contact details for the University are on the enclosed surveys.

For any further information on this research project please contact QHA's Business Development & Training Department on 32216999.

APPENDIX C: ARTICLE IN CLUB INSIGHT JUNE EDITION 2007

RESEARCH ON GAMBLING BEHAVIOUR OF STAFF

The Centre for Gambling Education and Research at Southern Cross University is pleased to announce a new research project funded by the Queensland Office of Gaming Regulation through its Responsible Gambling Research Grants Program. The research project aims to find out if working in a gaming venue influences the gambling behaviour of staff and any ways that gaming venues might help to encourage responsible gambling by their staff. The Centre is asking for your assistance with this project, which involves a survey of staff working in clubs, hotels and casinos in Queensland.

Enclosed in this edition of Club Insight, you will find 3 copies of the survey, along with 3 reply-paid envelopes. The Centre is asking for club managers who receive Club Insight to ask 3 of their staff to complete and return the survey. While managers can decide which of their employees they 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 employees in a range of club positions. However, if this is not possible, then it is still appropriate for any 3 of your staff to complete the survey.

The survey is anonymous and does not ask for the employee's name or the club's name. The information will be handled only by the Centre for Gambling Education and Research and will not be accessible by the Queensland Government, Clubs Queensland, clubs or their staff. The survey results, also including those for hotel and casino staff, will be summarised in a research report for the Queensland Office of Gaming Regulation 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. Contact details for the Project Manager, Associate Professor Nerilee Hing, are on the enclosed surveys should you have any questions or require more details. Clubs Queensland encourages venues to support this research.

APPENDIX D: COVER LETTER TO CLUB MANAGERS

Dr Nerilee Hing
Associate Professor and Head
Centre for Gambling Education and Research
School Of Tourism and Hospitality Management
Southern Cross University
P.O. Box 157 Lismore NSW 2480 Australia
Telephone: (02) 66 20.3928
Facsimile: (02) 66 22.2208
Email: nerilee.hing@scu.edu.au

Dear Club Manager

The Centre for Gambling Education and Research at Southern Cross University is inviting you to help us conduct a research project. It is funded by the Queensland Office of Gaming Regulation through its Responsible Gambling Research Grants Program. The research project aims to find out if working in a gaming venue influences the gambling behaviour of staff and any ways that gaming venues might help to encourage responsible gambling by their staff. The Centre is asking for your assistance with this project, which involves a survey of staff working in clubs, hotels and casinos in Queensland.

Enclosed in this envelope, you will find 3 copies of the survey, along with 3 reply-paid envelopes. Can you please ask 3 of your staff to complete and return the survey? While you, as Club 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 employees in a range of club positions. However, if this is not possible, then it is still appropriate for any 3 of your staff to complete the survey.

The survey is anonymous and does not ask for the employee's name or the club's name. The information will be handled only by the Centre for Gambling Education and Research and will not be accessible by the Queensland Government, Clubs Queensland, clubs or their staff. The survey results, also including those for hotel and casino staff, will be summarised in a research report for the Queensland Office of Gaming Regulation 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**. Contact details for the Project Manager, Associate Professor Nerilee Hing, are above and also on the enclosed surveys should you have any questions or require more details. Clubs Queensland encourages venues to support this research.

Yours sincerely

Nerilee Hing

APPENDIX E: NOTICE ABOUT THE ONLINE SURVEY



**Do you work in a pub or club in
Queensland?**

**Do you want to earn a \$20 StarCash
voucher redeemable for petrol or goods at
any Caltex outlet for just 30 minutes of
your time?**

***If you answered yes to these
questions, we would LOVE you to
answer our survey.***

Just go to <http://cger.scu.edu.au/> to click on
the link to our survey.

Please be assured that your name will not be
recorded on your survey response, so your
answers will be anonymous.

**If you have already answered our survey at your
gaming venue, please do not complete another one
online.**

Southern Cross University Ethics Approval No: ECN-06-55

APPENDIX F: ADDITIONAL COMMENTS FROM THE SURVEY RESPONDENTS

- Generally casino staff bet on the TAB, because they can't gamble in their complex. Also it is too far away to get to the nearest casino. Overall I believe casino employees as a whole gamble but don't overdo it.
- With regards to sports betting, say I put on a multi sports bet with rugby, football, soccer and F1 racing, it will only take about 5 minutes to put on at the TAB but I will watch all of these sporting events at home over the weekend. How should I calculate my overall gambling time? If I include watching my events on TV it could be over 12 hours a weekend. But that is not to say I wouldn't watch these events if I hadn't bet on them.
- I know of fellow staff who gambles, which is a problem in my view, but doesn't seem to them or maybe would not show or admit that it is, maybe it's good to have leaflets to read to prevent them from getting into trouble. She once said that winning a big jackpot once before like around \$18,000 has started her gambling and must have given it all back. Personally I hate gambling, I've seen it in my family and the adverse effects it has.
- In the casino we are unable to gamble at any point in time no matter what section we work in. or any other Tabcorp owned companies. No I'm not influenced by working at the casino around gaming machines to want to gamble.
- I think if anything working in a gambling environment encourages people not to gamble.
- I am not a gambler and never have been. Working in a gaming venue is a plus because I know I never want or have the urge to lose my hard earned money.
- Gambling (excessively) should be described as a disease rather than a 'problem'. It is far more serious than a phase or set back.
- We are prohibited from gambling in this workplace. Also this survey seems a little biased.- it assumes everyone who takes it gambles in some form. Most of us see the effects of gambling everyday – we are probably the least likely people to have a gambling problem!!
- Govt finances/budget rely too heavily on gambling taxes and gambling facilities are too readily accessible geographically. They should be stuck out in the Simpson desert.
- At my workplace staff gambling is not permitted at all, therefore I do not feel tempted to even consider gambling.
- From working in the gaming industry for many years, what I have noticed about staff is that when they have learned about a type of gambling and how it is played they have an inclination to try it at some stage.
- I don't gamble, I don't think you should hand this out to anyone who doesn't gamble.
- If I got paid a bit more maybe I could gamble.
- I don't think its very fair that people who work in the casino that do not work in gaming, such as chefs, wait staff and bar staff or stewards are not allowed to play gaming machines.
- I found out the hard way about gambling shortly after I started work as a casino table games dealer. This is common and if there is going to be any problems with gambling, I think it would normally happen shortly after a person gets into the industry.

- No influence. Excessive gambling is like excessive drug and alcohol consumption. Some people are more prone to it than others.
- Majority of staff know what can happen when we gamble. I believe its more of a social activity if we can afford it more so than a problem to have to gamble. Cheers for your time.
- Working in a gaming venue, I believe it does influence indirectly a person to gamble.
- I believe staff working at gambling venues tend to gamble less than those in other workplaces.
- Before working in a casino I didn't even know how to play any of the games. If I go on an interstate holiday and am able to gamble at the casino I would probably be in there every night. During the last six months I have played pokies about three times, lottery and scratchies monthly. I don't do any other gambling. Since the introduction and popularity of Texas hold em poker, I have noticed a massive gambling interest, mainly by the males at work. A lot of them also bet heavily on TAB and horse racing.
- I am not a gambler myself but I believe that many people that I work with do have gambling problems that need to be addressed. A lot of people enjoy online gambling and gambling with high stake poker games. I do believe more measures should be taken to show the effects of gambling to these people if they don't think they have a problem.
- I don't personally have a gambling problem, but I know a few staff members who do.
- I know a lot of my fellow team members who are heavy gamblers and I think it is a great policy that we are not allowed to gamble in our place of work – too much temptation for some.
- I cant speak for anyone else as I have a very clear check on reality and have much better things to do with my time and money. I am unaware of problem gambling amongst staff.
- Don't gamble.
- In the casino where I work, staff gambling is strictly prohibited, therefore a lot of these questions are not applicable.
- At the casino within which I work, staff are banned from gambling on the premises, so many of these questions did not apply. Secondly having studied many statistics courses at university and written some myself, I feel I must make you aware of some serious problems with this survey. Many questions are poorly phrased and do not take a particular stance from which one can decide their own stance. You should have also included both a 'neutral' option and a 'not applicable' option in order to generate more specific and accurate results. Please take this into consideration when formatting another survey.
- Before I worked in a club where we were allowed to play poker machines when off duty. Now, no gambling at all in casino. Definitely has decreased my play time and discouraged me from gambling activities, haven't played pokies in a long time.
- I have noticed that a few people I work with play the gaming machines in surf clubs and pubs and maybe spend more than they can afford. I also knew people who gambled heavily on the horses when I was working as an engineer. You get compulsive and addictive personalities in every trade and place of employment.
- I think it is very good that we can't gamble at work. But I do think it drives people to want to gamble. After work with work friends having a few drinks. But I've never seen any work friends pressuring other staff when I've been out with them.

- No issues with working in a gaming venue, as I knew before I was appointed that I wouldn't be able to gamble on the property.
- I spend less time in TAB since I started working in one.
- Having worked in the gaming industry for 30 years and having been involved in change booths, poker machine attending, keno operation and TAB, seeing the amounts that go into gaming I believe that it DEFINITELY HAS PUT ME OFF GAMBLING.
- I have never gambled but have always worked in places where gaming and gambling are present. It has not influenced be to gamble myself in any way. You see it but it doesn't give you the urge to do it.
- The questionnaire is repetitive and assumes people are gamblers.
- You are not allowed to gamble at all at the casino if you work there.
- I work in the high rollers room, so if anything it puts me off gambling as I see lots of money lost.
- In my experience working in a casino, a gambler will find a way to gamble. It normally will be something extremely life threatening, drastic or hitting rock bottom for them to stop or get help. People will always find something to bet on, some people have an addictive nature, just different vices. If gambling venues didn't exist, they will find something else to give them that rush of adrenaline and excitement or escape.
- There is a problem with staff gambling, I know a lot of staff who spend obscene amounts of money gambling, it is a huge part of their life.
- I think when you first become a dealer or learn a new game you want to test it out but soon learn that you lose like everyone else. I'd rather spend my hard earned money on clothes.
- I gamble on slot machines at a bar near my workplace occasionally. I bet what I can afford to lose and choose to for relaxation. Many times I go to the bar and not gamble at all.
- Gambling in Australia is very popular and covers many sports and events as well as venues, so it is very hard to escape totally from the lure of gambling, but like anything else it is up to the individual to what degree they get involved in. Don't worry too hard about casino staff, they don't pay us enough wages to make it a huge issue.
- Awareness of the odds with gambling is a positive for the staff as they are aware of the outcome and more likely to be responsible gamblers in my opinion.
- Watching the same people lose large amounts of money day in and day out, gets me frustrated. They could be doing so many better things with their money. Many of these people don't know what they are missing out on. Maybe they should be shown that there is a world out there, other than sitting at a baccarat table for 8 hours every day.
- When I started working at the casino I spent a lot more time gambling (pokies and keno) after work and days off with work mates, but the novelty wore off eventually. Now if find it boring.
- Staff are not allowed to gamble at our premises which is good, because I know of many who do bet more than they should.
- Overall I am aware of only a few who admit to problem gambling. There will of course be others. I have never been aware of anyone being ruined by gambling who has worked in my department. I have however personal experience with someone who has lost

everything who was duty manager of a small club. Not sure if they gambled at work though.

- Never gamble, hate gambling.
- I did my bachelor degree at Lismore, and one of my subjects was gaming. So good luck with the research. Nerilee was my lecturer for a couple of subjects.
- Fortunately the staff is not allowed to gamble in all 4 of the Tabcorp properties, I believe it a good deterrent to indulge in gambling activities. I believe gambling is a necessary EVIL, it brings in a lot of revenue to state as taxes, provides employment in the community and revenue into the city as tourist money.
- No gambling is allowed in our workplace or we get fired.
- You win, never gambling and never be loser.
- Responsible gambling is a complete farce – a state government action so it seems that they are concerned when in reality it relies on the revenue generated. The program itself is given lip service only during a once a year session but is rarely ever acted upon in my experience – e.g. patrons that are intoxicated that are allowed to continue gambling – I would also state that surveys like this are just a huge wank to keep someone in a job and to give the impression that something is being done to help the problem when as long as gambling fills govt pockets nothing of any substance will be done – not everyone is an idiot.
- As a casino employee I am not allowed to play table games or machines at venues owned by the company here and interstate. Playing machines at our local club on social occasions, keno – I usually play while at the restaurant as an interest while waiting for meals.
- I was a heavy casino gambler, on occasions losing over \$2500 in a day. I would always bet big bet (\$100-\$1000) over a very short time. I then sought a job as a table dealer. This cut my access to the type of gambling I had a problem with. I now successfully manage my gambling at small levels. A big factor is the lack of access to any high stakes gambling.
- Many of my work colleagues gamble. However, as I did not know any of them prior to working in the casino I cannot tell whether this environment has had any influence on their gambling habits or not.
- I would find it very hard to believe if there were staff members who had gambling problems due to the workplace. As the attitudes of the patrons when they lose is off putting and especially the amount of money they lose and how quickly.
- Because I'm not allowed to gamble on the casino tables I tend to go overboard when I go to other casinos (in other states) and spend too much money because I can
- I think gambling is a subjective topic which is more affected by a person's attitudes and lifestyle choices rather than external factors.
- I don't gamble and if anything, working at the casino has deterred me from gambling at all.
- I personally think I am unlucky so I don't gamble much. I watch people everyday turn into horrible people because they are losing, they will spend hundreds or thousands on trying to win but will not spend any money on themselves. The casino does not enforce people playing because of alcohol, or if they are mentally capable. They don't care, the casino is only interested in money, not staff or patrons as we are all replaceable. I used to

gamble a little before I started work here, but seeing what it does to people has put me off even social gambling at all.

- I think that working in a casino or around gaming and gamblers – discourages employees because we see how much money goes to waste through pokies and tables. Especially where I work – majority of customers have gambling problems and personally I would never see myself becoming like that. Honestly I think the customers we get at the casino need help.
- I have never really gambled apart from the odd scratchies – lotto. So I am probably not the best person to do this survey. But thank you for the opportunity.
- Some of the staff gambling here is really bad. We have responsible gambling courses regularly, but it doesn't seem to help with the situation at all. I think we just have to ban gambling altogether in this country.
- Being in a gambling environment has definitely increased my gambling. Most of the staff is social gamblers and you are around that environment every time you go out. There is hardly any pub/club or nightclub that doesn't have poker machines and the temptation to play them is great. Responsible gambling classes for the staff would be great. I never played a poker machine ever before I started working here and now I budget to play them (which I never stick to) and my budget increases every time I go out. Being in this environment definitely makes you gamble more.
- I got sick of answering the same question more than once.
- As we are unable to bet at work, there is no effect but in the staff dining room we have TV's with sport on, in the VIP gaming room there is a TV with sport/races on with staff wanting to work or manage in that room because of bets they make. In the staff room there is sport betting competition board. You cannot get away from it.
- In most accounts staff are turned away from gambling by working here. Many staff are ex-gamblers who now claim they would never gamble again. The majority of staff gambling comes in the form of sports betting and private poker games. On the whole, while responsible gambling info is abundant, it's mostly ignored by patrons. Also, all material provided is in English, whereas the vast majority of regular gamblers are Asian, a lot of which have limited English skills. Thus the material for responsible gambling is of no use to them.
- Staff gambling is on the rise due to shift work. Shift work only allows after hours activities like alcohol consumption, gambling and sleep. All day activities become too hard to attend like sport, family time and socialising with friends. Staff awareness of odds at games make them challenge the winning percentage. Plus as you climb the ladder of gaming management, money becomes more available. More money, more problems.
- I was never interested in poker machines till I had to stand and watch them all day. Not sure why this would have that effect on me.
- Gambling is influenced by society as a whole. We are more money conscience. The enticement to gamble in any form is everywhere you look from colouring competitions for kids to winning world trips. We can't escape gambling in all its forms. Even if we tried.
- I never played poker machines until I began working here. Never even thought about them.
- Staff at the casino should be able to at least play pokies with friends and be allowed on the gaming floor. A lot of times, friends want to meet at the casino and have a bit of fun

gambling, not excessive. We cant though because I have to stay away from the gaming floor. Even if I'm not gambling.

- I think that staff cannot gamble at work means that they are not finishing work then gambling straight after.
- Due to the company policy which makes gambling at work an offence it is rare for staff to gamble at work. Outside of this (outside of work) is another matter.
- Staff that works in gaming venues should get more and relevant training regarding responsible gambling.
- I agree with the casino's policy of not gambling onsite, but if staff wish to gamble at other casinos owned by Tabcorp, they should be allowed to. I believe the message of responsible gambling is getting through. Myself as a single guy can enjoy more gambling than a family guy.
- Gambling = evil.
- I have worked in casinos for a duration of 13+ years, without any gambling problem whatsoever. This was prior to training and after training in responsible gambling. Responsible gambling is really good, educational etc, but at the end of the day, the staff member is motivated by external circumstances.
- Other departments should be easily transferred to.
- We have had employees who stole from floats and team members to support their gambling addictions. They continued to steal from their next employer and were always supported and paid out by wealthy family. They were never made to face the crime or friends. Some were accosted of many thousands. It hurts when it hits home. Generally it is a patron winning or losing we are providing a service. Their win or loss doesn't impact on us or our lifestyle. Our most senior management does not work within the responsible gambling guidelines. They extend cash borrowings beyond recommended guidelines.
- After so many years in the industry you can lose any regard for money, I find when I go shopping I will look for the best deal, trying to save \$100 on a \$1000 purchase, but think nothing of putting \$200-\$300 in a poker machine.
- Working around poker machines desensitises you to the effect it has on the community as a whole. Its now a regular occurrence to hear a customer has lost over \$1000 in an afternoon. Its not just \$20 here and there, it's lots and it's everyday.
- Since I have worked in the club industry it has opened my eyes to how many people have problems with gambling.
- We have a strict policy that staff are not allowed to gamble in their workplace. When you see the amounts of cash that are poured into gaming machines every day by people in a gaming venue you get to appreciate the value of a dollar more. The only time I gamble at all now is very rarely on keno and once a year on the Melbourne Cup. Even on these occasions I understand that the odds of winning are stacked against me. In my venue I know of only 2 staff who gamble regularly, the majority of us look at the effects of gambling on our patrons and understand that it is not a good thing to get involved in. Having said this, our venue doesn't do much to promote responsible gambling either. The fact that the staff at our work are not allowed to even be in the venue when not working probably decreases any possible chance of staff gambling problems because the opportunity for this to happen at work is taken away.
- Having worked in bowls clubs for most of my working life I never gamble.

- There should be more advertised help for patrons & or staff in our venue.
- I have been told that some people actually choose to work there because you're not allowed to gamble there at any time.
- Since working in the gambling industry I hate being around the machines. I hate the noise and the sight of them.
- I don't understand why anyone working in a gaming venue would waste their money, as they can clearly see the amount of money the patrons spend all day every day without a positive result
- I work at a casino 22 years and have seen a lot of gaming and people. I feel that if a person has a strong personality they wouldn't have a problem with gambling to excess. I believe the weaker ones give in to temptation and can't control themselves. I think it comes down to different individuals. Not being able to gamble at your own establishment is one of the best ideas. Gambling, if you can control yourself, is fine. It's like everything -- in moderation. My motto - only play with what you can afford to lose!!!
- Working with pokies machines I find them so boring and do see sad a lonely patrons putting their life through these machines and the same with keno and TAB (horse racing). It turns me off seeing a huge waste of time and money.
- Most of the staff I have worked with see the effects gambling has on your life, the odds are against you.
- We are not allowed to play gaming machines at all.