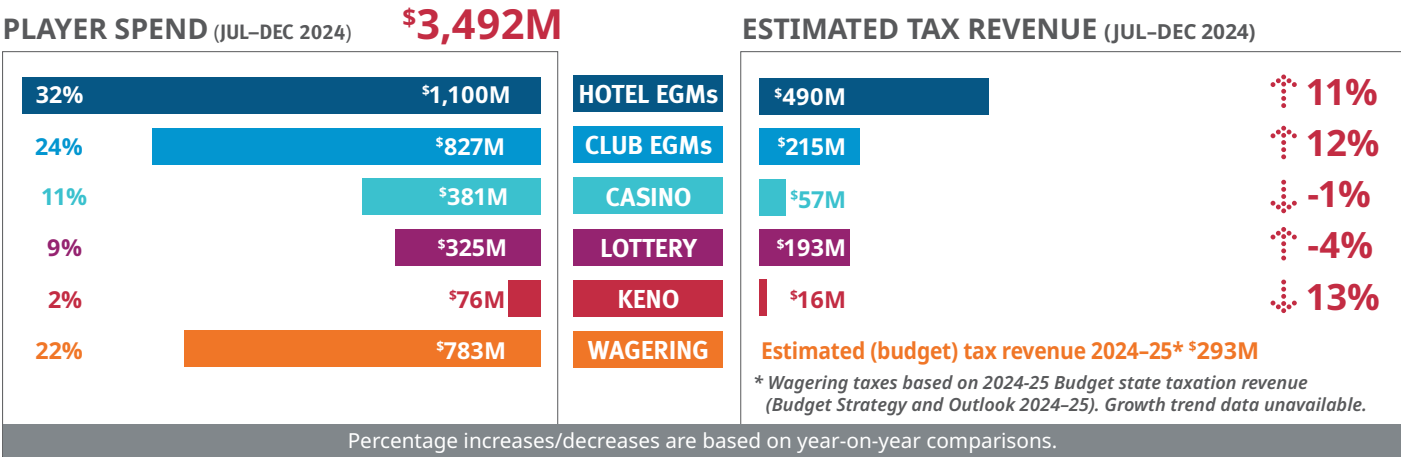


# Gambling Summary July–December 2024

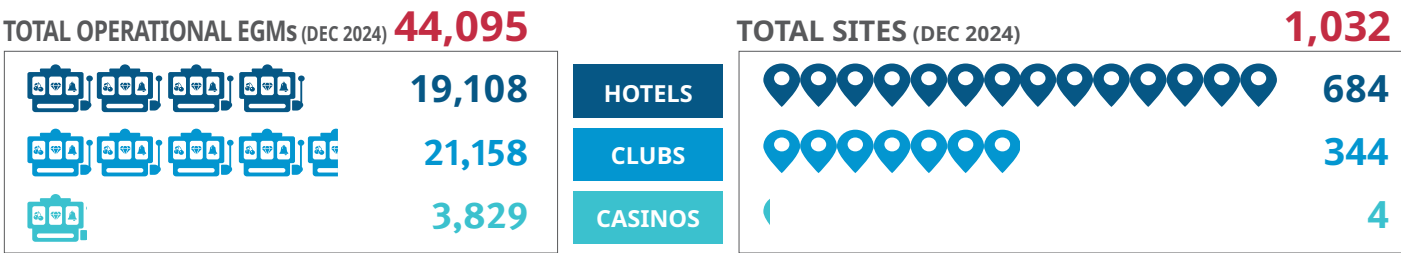
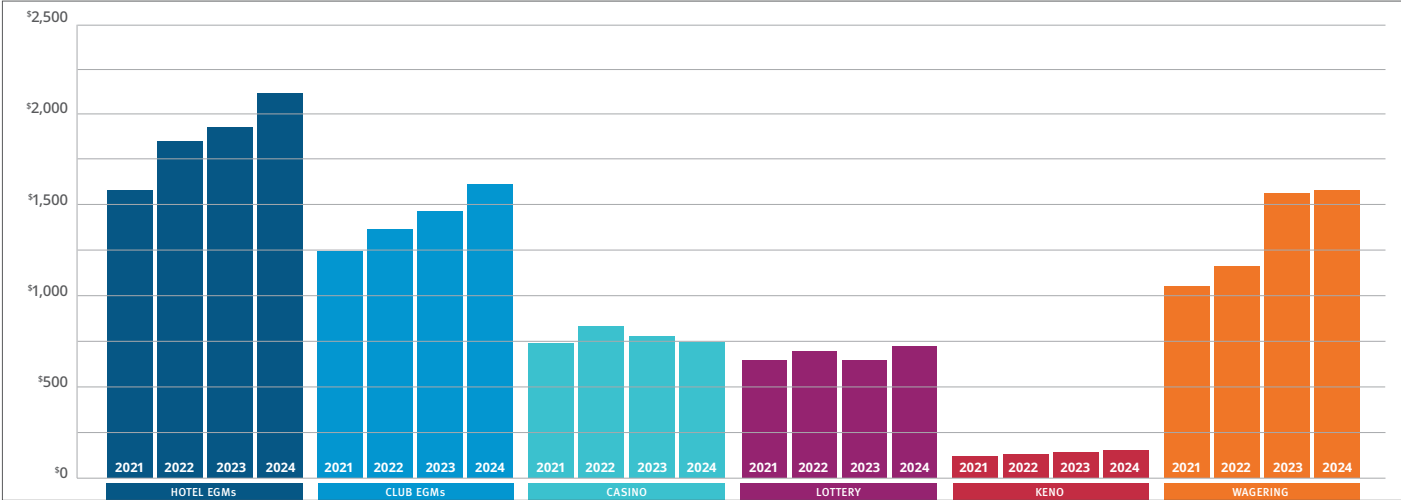
## Office of Liquor and Gaming Regulation (OLGR)

As the liquor and gambling regulator for Queensland, we are focused on supporting safe and responsible liquor and gambling environments that minimise alcohol and gambling harm, build community confidence, and support industry development.

- PLAYER SPEND PG 1
- REGIONAL EGM EXPENDITURE PG 2
- HARM MIN UPDATE PG 3

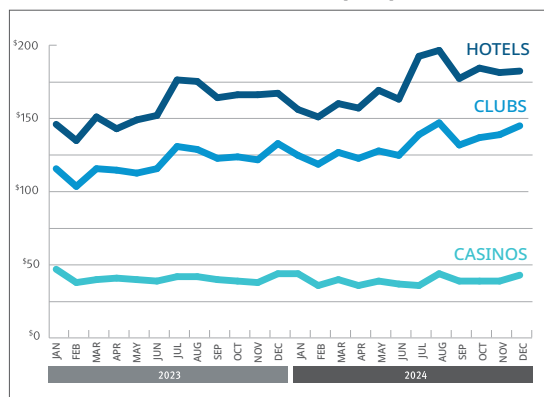


### GAMBLING EXPENDITURE BY YEAR (\$M)

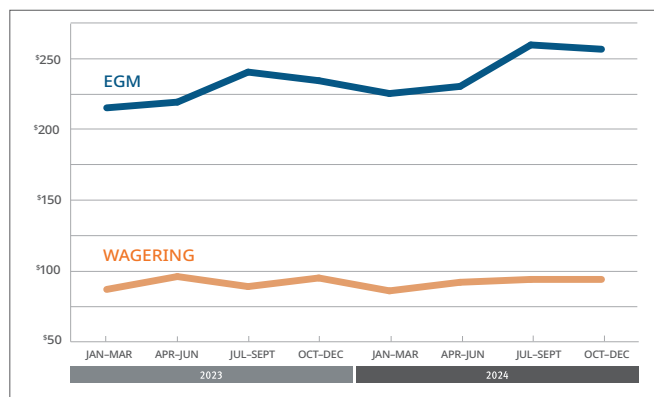


1. EGM = Electronic gaming machine.  
2. Wagering expenditure represents point of consumption expenditure collected under Queensland's point of consumption Betting Tax regime which commenced in late 2018. Source: Queensland Treasury.  
3. Gaming spend during 2021 and early 2022 may have been impacted by COVID-19 in a number of ways, including a number of short lockdowns in several regions throughout the State, as well as restrictions relating to individual vaccination status and masks. As such, any comparison of growth from this period should be interpreted with some caution (impacts Key Data, trend charts).

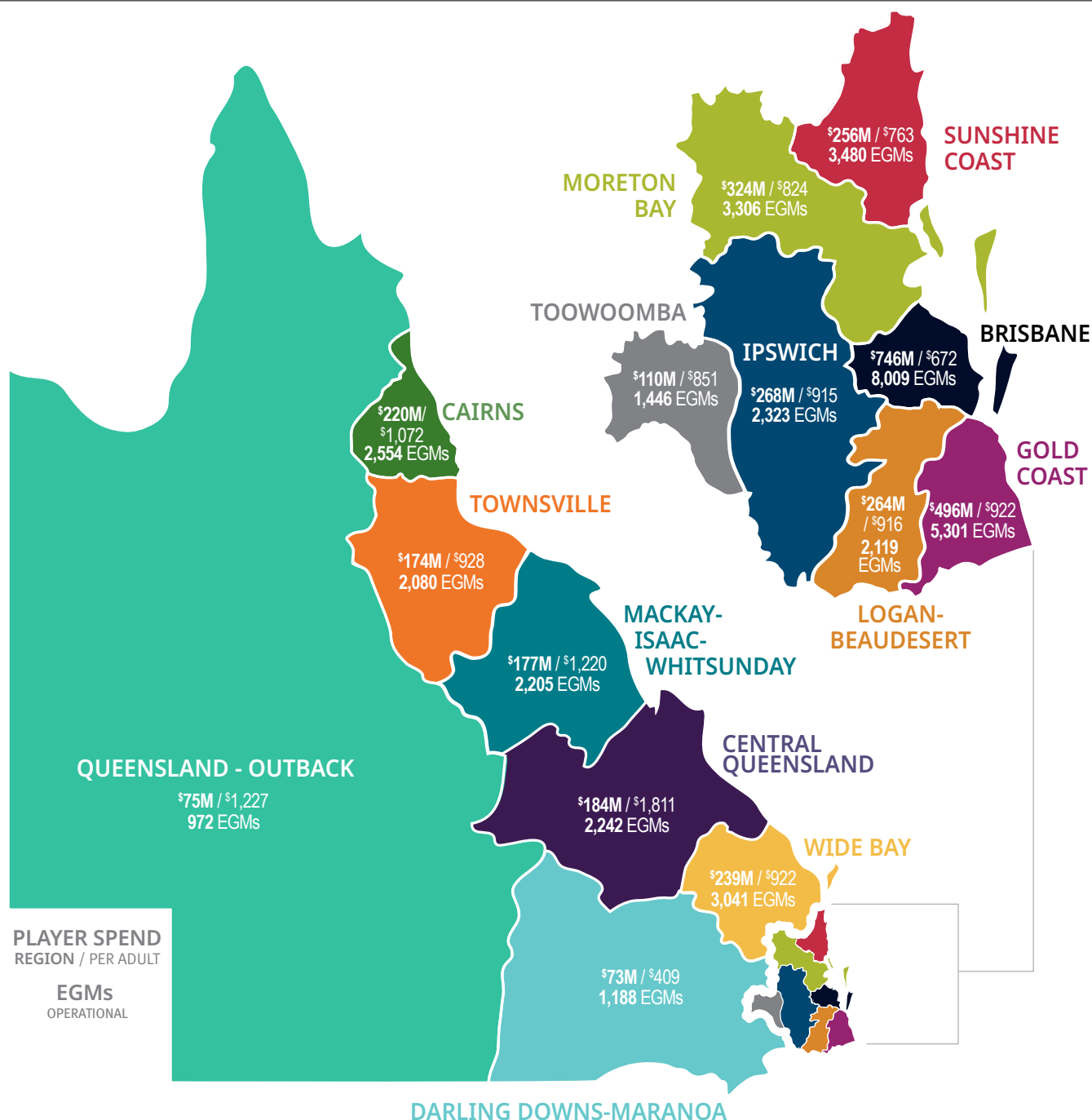
**TOTAL EGM SPEND  
HOTELS/CLUBS/CASINOS (\$M)**



**TOTAL EGM & WAGERING SPEND PER QLD ADULT  
HOTELS / CLUBS / CASINOS**



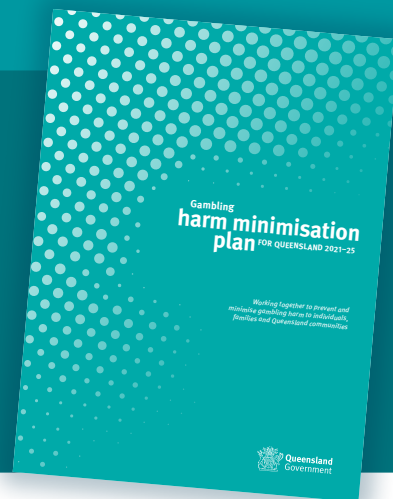
## Regional EGM expenditure 2024



# Gambling Harm Minimisation Plan UPDATE

Queensland's Gambling Harm Minimisation Plan for Queensland 2021–25 provides a mechanism for government, industry and community to focus our efforts in reducing harm from gambling and monitor how we are going in achieving outcomes.

The plan demonstrates a renewed commitment and shared ownership by industry, community and government to ensure gambling environments prioritise customer wellbeing and support Queenslanders to gamble safely across four strategic pillars.



The updates below summarise the Office of Liquor and Gaming Regulation's (OLGR) progress under the Gambling Harm Minimisation Plan for July–December 2024.

## LEADERSHIP AND CULTURE



### Sports Club Partnership

The Queensland Government continued its partnership with Queensland Cricket and the Brisbane Heat, with the *'Forget the Bet, Enjoy the Game'* campaign being promoted at home games during the Big Bash season. The campaign aims to address the normalisation of sports betting and highlight the risk of harm, especially for young people.

### Lived experience engagement

Targeted social media advertising is planned for 2025 to encourage people with lived experience of gambling harm to express their interest to participate in consultations to inform policies and programs following the establishment of the department's **lived experience register**.

## REGULATORY FRAMEWORK

### Review of the Queensland Responsible Gambling Code of Practice

OLGR is continuing the review of Queensland's *Responsible Gambling Code of Practice* to ensure it remains contemporary and fit-for-purpose. Consultation has been undertaken with the Safer Gambling Advisory Committee on draft safer gambling framework principles for all gambling sectors and a draft Safer Gambling Code of Practice for electronic gaming machines in club and hotel environments. Over the six-month period work continued on the casino and wagering sector code reviews.

### Gambling Harm Minimisation Plan Outcomes Framework and Evaluation

OLGR is developing a Gambling Harm Minimisation Outcomes Framework (Outcomes Framework). The Outcomes Framework aims to capture a diverse range of industry, community and government datasets and will support ongoing monitoring and reporting on the outcomes from gambling harm minimisation strategies and initiatives at both a program and portfolio level. It will also help to inform future program evaluations and support future investment decision making and the design and implementation of gambling harm minimisation strategies and initiatives.



# Gambling Harm Minimisation Plan UPDATE cont.

## PUBLIC HEALTH APPROACH

### Gambling Help services

OLGR has worked with the Gambling Help service system to implement a range of reforms and initiatives during the six-month period. A significant milestone was the completion of a First Nations cultural audit. Supplementary cultural action plans will be developed by June 2025 to assist the Gambling Help services to provide culturally safe support.

Phase one of the Gambling Help data improvement project, to develop an outcomes-based performance measurement framework was completed. Additionally, Gambling Help services can now access a data dashboard to monitor system performance and trends.

The refreshed **Gambling Help Queensland** website was launched in December 2024, providing a more user-friendly experience while delivering better search engine optimisation for people seeking help for gambling harm.

A full package of consistent, evidence-based community education modules for use by Gambling Help services was delivered during the period. An innovative digital education resource to engage high-school aged young people on the issue of gambling harm was finalised in December 2024 and will be piloted in schools in March and April 2025.

### Financial counselling gambling skillset training program

After the successful delivery of the initial two-year program which delivered accredited gambling skillset training programs to 36 financial counsellors, OLGR has entered into a three-year agreement with the Financial Counsellors Association of Queensland to continue the program from January 2025.

### Let's start yarning about gambling campaign

A re-run of the *Let's start yarning about gambling* campaign ended November 2024. The campaign was shown on the Aboriginal Health Television channel in the waiting rooms of Aboriginal Community Controlled Health Organisations, First Nations community radio and targeted YouTube advertising. An evaluation of the campaign is planned for early 2025 with the evaluation outcomes and consultation on future gambling harm awareness raising strategies for First Nations audiences planned for mid-2025.

### Aboriginal and Torres Strait Islander Frontline services program

A screening tool to assist frontline services to recognise and respond to gambling harm in First Nations communities was finalised in August 2024. Training is being developed for health and community sector workers in First Nations communities, with a workshop to allow frontline workers to provide feedback on the training held in January 2025. Facilitated training will be held in locations across the state from March 2025, complemented by an online self-paced training module.

### Community engagement

The First Nations Gambling Harm Steering Group met in July 2024 and held a workshop to discuss gambling harm issues and priorities. To build on the workshop outcomes, a work plan is being developed to guide a program of First Nations gambling harm initiatives.

