



Via email - submission@pcrc.wa.gov.au

1 September 2021

Hon. Neville Owen AO
Commissioner and Chairperson
Perth Casino Royal Commission

Dear Commissioner Owen,

We welcome the opportunity to provide information to the Royal Commission regarding social harm related to gambling and associated activities at the casino.

Anglicare WA is a leading not-for-profit organisation that helps people in times of need. We play an important role in building strong relationships, families and communities. We provide support, counselling and advocacy for people struggling with poverty, domestic violence, homelessness, grief, mental wellness and other forms of crisis or trauma. Of particular relevance is our expertise in financial counselling to those facing financial hardship and excessive debt.

We are aware of the submission provided to you by Financial Counselling Australia (FCA). We endorse their submission and make these additional comments.

In considering your call for information we were very aware of the scarcity of local West Australian data and research on gambling harm. We are heartened to see your attention to this matter in your recent call for evidence.

We believe evidence to the Royal Commission to date has shown the regulator has not paid sufficient attention to public interest consumer protections. In particular, allowing the expansion of the number of electronic gaming machines (EGMs) on the casino floor despite Crown data showing that problem gamblers spent between 22 and 60 per cent of all money spent on EGMs. We are also very concerned that the Royal Commission was told how Crown collected extensive data on its customers and used it for marketing campaigns, but not to identify problem gamblers. This is a failure of regulation.

We would like to see greater collection of, and access to, data and research by the Gaming and Wagering Commission on problem gambling. In order for the government and services such as ours to prevent and mitigate harm we believe the regulator could facilitate information on the following:

- ◆ De-identified demographic data on who is accessing gambling products and what types of gambling products including the various forms within the casino.

Family Violence Homelessness Financial Stress Relationships Bereavement Disability Parenting Mental Health

Corporate Office 15 Altona Street West Perth WA 6005
GPO Box C138 East Perth WA 6892 anglicarewa.org.au

T 08 9263 2000
F 08 9325 6969

Anglicare WA (Inc.)
ABN 32 797 454 970

- How many of the users would be classed as problem gamblers against an agreed definition.
- How many customers are aware of the support services available to them.
- Research in to whether there are cohorts that are more susceptible to gambling and gambling harm in order to target harm minimisation strategies and service promotion e.g. our staff report FIFO workers are over represented in gambling use but do not access our services.
- Developing referral pathways between Crown, their customers and service providers for problem gamblers.

Finally, we believe our concerns at the lack of effective regulation, data collection and research on gambling harm at Crown Casino have broader implications for gambling regulation in WA. The inclusion of Trackside EGMs in the sale of the TAB by the State Government and the introduction of EGMs into TABs, and particularly PubTABs, require that public interest regulation, risk monitoring and the minimisation of gambling harm to be more vigilant than ever going forward. This will be the first time EGMs have been widely available in WA beyond the casino floor.

Thank you for the opportunity to comment.

Yours sincerely



Mark Glasson
Chief Executive Officer