

Community Engagement Report

Darebin Electronic Gaming Machine Policy 2023-2027

Introduction

On 5 September 2022 Council approved the process of engaging the community in reviewing and updating the 2018-2022 Darebin Electronic Gaming Machine Policy. The community engagement process formally concluded on 17 November 2022.

A total of 220 community members responded to the questions in a variety of different engagement methods. Forty (40) community members responded to the survey while 180 community members from across fourteen (14) senior's clubs, twenty-five (25) sporting clubs, six (6) general community groups provided their feedback through either face to face group discussions, online group discussions, or sending their input via email.

In addition, six (6) local community organisations and peak bodies, participated in the consultation through an online focus group discussion. One (1) pokie venue operator sent their feedback to the consultation questions via email.

Engagement methods

The consultation was conducted through the following engagement methods:

(1) Survey

- A survey was run from 9 September to 7 October 2022 via Darebin Your Say Page.
- There were 251 views on the page
- 40 community members responded to the survey

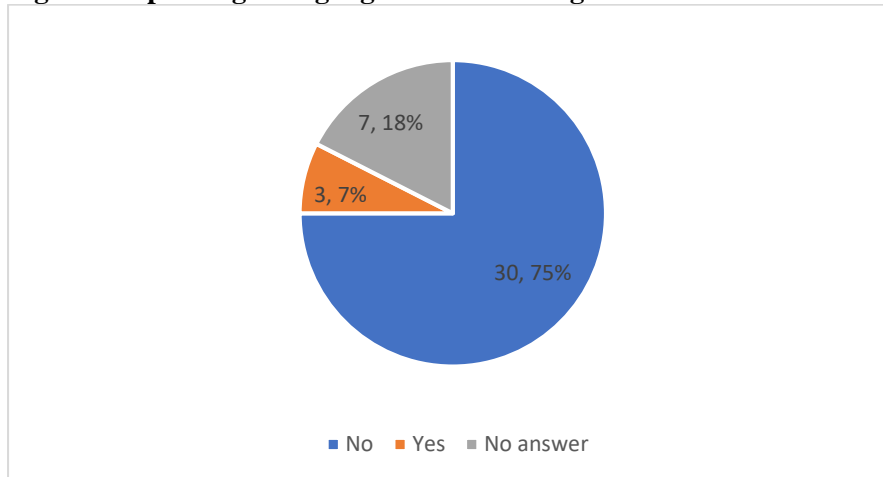
Majority of those who contributed to the survey were from Reservoir, Regent and Northcote (see Table 1 below)

Table 1: Contributions by location

Location	Postcode	Contributors
Reservoir	3073	12
Regent West	3072	11
Northcote	3070	6
Thornbury	3071	3
Burwood East	3151	1
Flemington	3031	1
Richmond	3121	1
Warrandyte	3113	1
Not disclosed		4

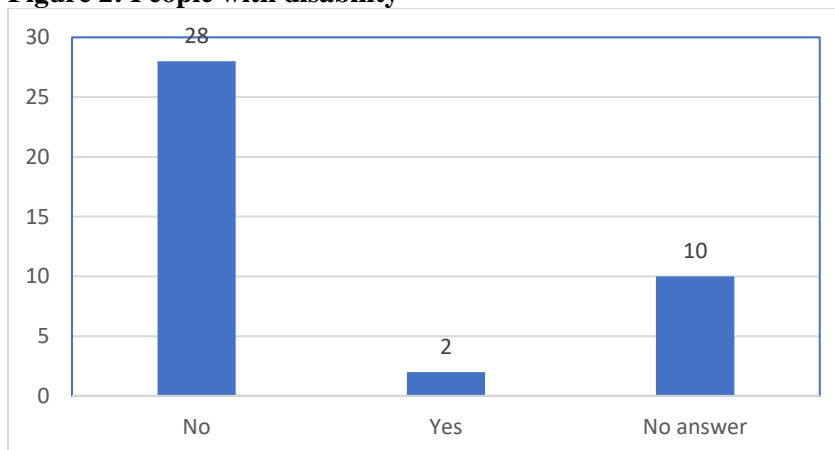
Majority of the survey respondents (75%, n=30) did not speak any other language apart from English. 7% (n=3) of respondents spoke a language other than English while 18% (n=7) chose not to disclose. None of the respondents identified as Aboriginal/Torres Strait Islander person (see Figure 1 below).

Figure 1: Speaking a language other than English



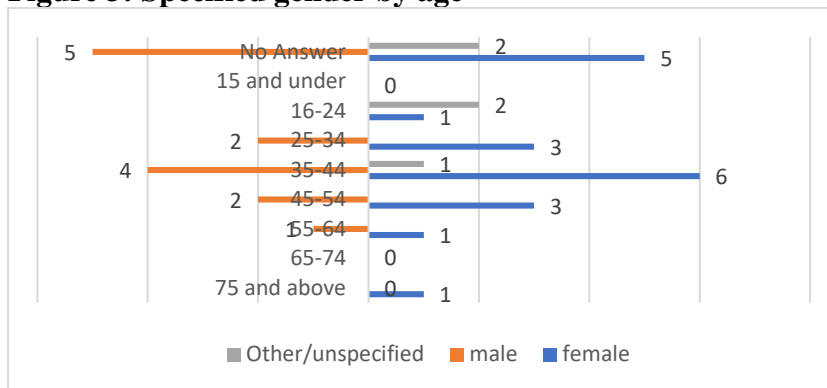
5% (n=2) of survey respondents identified as has people with a disability while 25% (n=10) chose not to disclose (see Figure 2 below).

Figure 2: People with disability



53% (n=21) of survey respondents identified as female while 35% (n=14) identified as male. 12% (5) respondents chose not to identify their gender. Majority (25%, n=10) of respondents were aged between 35-44 years. 25% (n=10) respondents chose not to disclose (see Figure 3 below).

Figure 3: Specified gender by age



(2) Face to face Focus Group Discussions (FGD)

Fourteen (14) Senior's clubs from various cultural background including Greek, Italian and Macedonian attended face to face group discussions organised at Senior Citizens Centres. An additional six (6) discussions sessions were held at East Preston Community Centre; one of these sessions was attended by recently arrived migrants. One (1) community group discussion was held at Alphington Community Centre. Two (2) face to face session was organised for young people; one (1) at the Youth Hub at Northlands Shopping Centre and another attended by Darebin Youth Jury. Two (2) face to face group discussions targeting Aboriginal community were attended by forty-three (43) First Nations people.

(3) Online group discussions and email contributions

Local Community Organisations - Online

One (1) online discussion was held and attended by six (6) local community organisations and peak bodies.

Pokie Machine Venue Operators – Online/Email

One (1) online meeting was also organised for the twelve (12) venue operators with pokies in Darebin. None of the operators attended the meeting. Pokie operators were contacted via phone and email. They were requested to respond to the consultation questions via phone or by send an email. One (1) pokie machine operator provided input via email.

Sporting Clubs – Online/E-mail

One (1) online meeting was attended by two (2) sporting clubs. An additional twenty-four (24) sporting clubs provided their input via email.

Council Advisory Committee's

Members of the seven council's advisory committees were informed about the consultation by email (via the relevant staff member) and encouraged to provide input via the survey on Darebin's Your Say Page.

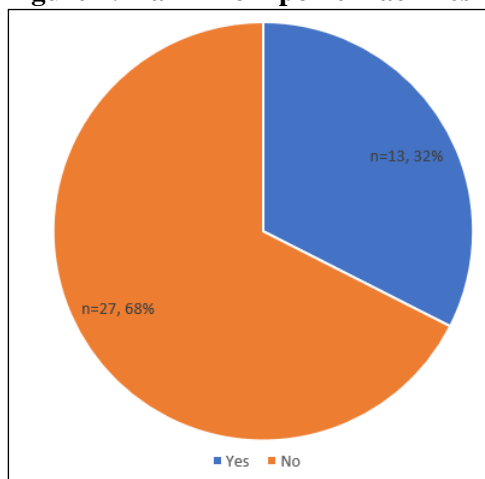
Findings

This section provides reports on emerging themes from findings of the consultation. Where possible, verbatim quotes from participants in the FGDs have been used. Personal data has been de-identified in order to protect the privacy of the participants.

Harm from pokie machines

32% (n=13) survey respondents reported experiencing or having had a family member, or a loved one having experienced harm from pokie machines (see Figure 4 below).

Figure 4: Harm from pokie machines



Majority of survey participants agreed or strongly agree that pokie machines are harmful (Figure 5)

- 90% (n=36) of respondents agreed/strongly agreed that pokie machines are harmful to individual's health and wellbeing.
- 88% (n=35) of respondents agreed/strongly agreed that pokie machines could destroy family relationships.
- 90% (n=36) of respondents agreed/strongly agreed that pokie machines could worsen family violence and intimate partner violence against women
- 93% (n=38) of respondents agreed/strongly agreed that pokie machines could lead to financial difficulties and bankruptcy.

Figure 5: Perceptions about harm from pokies

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Prefer not to answer	Count	Score
Pokie machines are harmful to an individual's health and wellbeing.	7.50% 3	0% 0	2.50% 1	12.50% 5	77.50% 31	0% 0	40	4.53
Pokie machines could destroy family relationships.	7.50% 3	2.50% 1	2.50% 1	10.00% 4	77.50% 31	0% 0	40	4.48
Pokie machines could worsen family violence and intimate partner violence against women .	5.00% 2	2.50% 1	2.50% 1	17.50% 7	72.50% 29	0% 0	40	4.50
Pokie machines could lead to financial difficulties and bankruptcy.	7.50% 3	0% 0	0% 0	7.50% 3	85.00% 34	0% 0	40	4.63

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Similar experiences were reported in Focus Group Discussions:

“We all know someone [who has experienced harm from pokie machines]”

Participants also spoke of the gambling industry as “predatory” and “malicious”, “*robbing people*”, and “*profiting off of addiction*” because they target people who are “*poor*”, “*lonely*”, “*elderly*” and those with “*mental health issues*” and those who use “*illicit drugs*”.

“Those most at risk are the lonely, particularly elderly who may not have any friends or family locally”

“Darebin and Whittlesea seniors are vulnerable people...Older people are more easily manipulated”

“[Pokies operators target] those with addiction issues, particularly drugs or alcohol, [and] those coming from a low socioeconomic background, or mental health issues”

“They want to make money from you. You can play the system, but you can’t beat the system”

A similar view was provided by a pokie operator:

“In my personal experience those most at risk are the lonely – particularly elderly who may not have any friends or family locally, they visit gambling venues as a social outing”

Also, those with addiction issues particularly drugs and alcohol. And those coming from a low socioeconomic background, or mental health issues. Participants reported being aware of harm from pokies such as “depression”, “addiction” “financial stress” and “antisocial behaviour”. In many cases, harms were most easily recognised where family members were also adversely affected by the behaviour of a pokie machine user.

“Pokies are malicious...They rob people of generational wealth”

“You think you’re going to win’...The machine gives you a little bit, makes you happy. It takes a lot more of it”

“‘Economic difficulties is caused by gambling”

“Financial stress makes people steal to get more money to play”

“I know a lot of people who’ve lost money- hundreds and thousands of dollars”

“They become depressed” ‘There is a lot of shame and stigma”

“[some people are] aggressive to family members”

“my friend’s husband sold their house and borrowed money under his wife’s name- and lost everything”

“Lots of families have been broken.... Marriage breaking...Houses have been sold...and there has been family violence”

Stories of personal experiences with EGM-related harms were often severe; community members spoke of ‘suicide’, ‘family violence’ ‘lost houses’ and ‘borrowed money’ among friends and neighbours. One pokie machine user talked about how he had “wasted” his “hard-earned money” and needed financial assistance to “pay rent”, “buy food”, and “pay bills” after the losses. Another pokie machine user spoke of how he lost all his salary and “had no money to get my kids presents for Christmas.”

“My father, every bit of money he had he spent on pokies”

“I lost 18k in a week and a half...I went into rental arrears...Money from Centrelink, dole, went straight in the machine”

“The pokies were a big contribution to [a colleague] killing himself”

Public harms such as “threats”, “theft” and “bashings” were acknowledged as a threat to the local community, among awareness of a ‘thriving’ drug trade in Darebin. Participants also spoke about “dodgy dealings” with alleged “money laundering” by local crime syndicates and desperate individuals in pokie venues.

“A lot of drug use around pokies now”

There were perceptions from Aboriginal community members that introduction of pokie machines have replaced the social aspect of the venues “pubs used to be a community meeting place”. Consequently, they spoke of pokies as having *“taken away our community spirit”*.

Consequently, many participants were strongly opposed to pokie machines:

“I really don’t like them”

“I don’t even want to step foot in a casino”

“I hate the pokies”

“Ban the pokies”

“If I had the power, I would eliminate all pokies tomorrow”

Reasons for playing pokies

None of the community members in the survey disclosed being a pokie-machine user. Focus Group Discussion revealed that there was stigma and shame attached to pokie-machine users. Some participants spoke of pokie-machine users as being “hypnotised”, “antisocial”, “addicted”, *“blind drunk”* and “irresponsible”.

A common view in group discussions was that use of pokie machines was an “individual’s choice”. Participants in FGD who disclosed that they were pokie machine users provided several reasons for gambling. Some talked about enjoying taking “a chance” with common optimism that they may “win again” if they continued to play. Others said that they played pokies as a social activity and entertainment:

“I play pokies because “friends are doing it”

“I keep going back for entertainment”

“[Pokie venues are] just somewhere to go”

However, some pokie machine users described their experience of using pokie machines as ‘therapeutic’ and a way of coping with stress of everyday:

“This is my way of dealing with stress”

“[I use pokie machines] to switch off...to block off my problems”

Venues to socialise

Many participants in group discussion who recently attended venues with pokie machines reported not using the machines. They reported that the venues were places for escaping the “four walls at home” to socialise with friends and relatives. This was a common view across members of seniors’ clubs:

“It’s a way of getting out of the house for the day”

[Pokie venues] “give something to talk and socialise over”

[Pokie venues] provide “smoking area for chats”

“It’s a safe, accessible place for seniors and those with disabilities”

“[people] visit gambling venues as a social outing”

[Pokie venues provide] ‘Relaxation away from the kids...simply seeking to escape the four walls at home’

Another widely held view by members of seniors’ clubs was that pokie venues are popular with older people because the businesses provide them good meals at a more affordable price:

“Cheap, good quality food in pokie venues” and “free coffee”

“Food is cheaper and excellent...drink voucher included”

“Venues provide a [free] bus [for seniors] if there’s 45 people”

“They say, ‘Have coffee, play machines, then have lunch’”

“‘Red Carpet Deals advertise cheap meals [at venues]”

Views about the 2018-2022 Darebin Electronic Gaming Machine Policy

- 25% (n=10) agreed/strongly agreed while 18% (n=7) disagreed/strongly disagreed that the current Policy has helped minimise harm from pokie machines. 22% (9) neither agreed nor disagreed with the statement.

- 18% (n=7) agreed/strongly agreed while 18% (n=7) disagreed/strongly disagreed that the current Policy has positively impacted their community group/association/club. 30% (n=12) neither agreed nor disagreed with the statement.
- 35% (n=14) were not aware that Council had a Policy to minimise harm from pokies.

Figure 6: Influence of the current Policy in minimising harm from pokie machines

	Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree	Prefer not to say	I didn't know that Council had this Policy	Count	Score
The current Policy has helped minimise harm from pokie machines	10.00% 4	7.50% 3	22.50% 9	17.50% 7	7.50% 3	0% 0	35.00% 14	40	4.45
The current Policy has positively impacted my community group, association or club	10.00% 4	7.50% 3	30.00% 12	12.50% 5	5.00% 2	0% 0	35.00% 14	40	4.35

Local organisations and peak bodies described the current Policy as ‘strong’, ‘assertive’ and ‘brave’. They spoke of the Policy as having set a standard for ‘best practice in local government’ and has influenced recent EGM policies in other jurisdictions across Victoria.

Similar sentiments were held by sporting clubs:

“[our club] backs the Darebin Council stance against electronic gaming revenue in view of the negative impacts of gambling, particularly for the most vulnerable”

“The club has policy which prevents us from receiving funds from gambling and as such are supportive of any restrictions on pokies in community spaces”

“[Council’s Policy] does not impact the [Club] as we do not have any EGMs or rely on revenue or sponsorship from businesses or clubs that have EGMs. As a community-based club, we support policies and initiatives that safeguard the community, and more specifically, those members of the community that are more at risk of social ills, including gambling, poverty and alcoholism”

All senior's clubs reported that since the introduction of the current Electronic Gaming Machine Policy, they have never held any social outings at a venue with pokie machines. Majority of club members who participated in discussions supported the current Policy and Action Plan:

"From a club perspective, damage to families is a great concern' [Therefore] we want to support [the policy] very much"

"Our club supports council's current policy"

"We support the policy...it doesn't appear to harm us"

"It's a very consistent policy... '[the policy] hasn't affected us"

However, some members of senior's clubs criticized the current Policy and Action Plan for banning clubs from having their social outings in pokie venues. The Policy was recurrently described as *"an attack on senior's clubs"*, as their activities were the most significantly affected as they often planned outings to pokie venues where large groups could access cheap and good quality meals through venue promotions: *"Three course meals"*, *"free coffee"* and *"drink vouchers"* were identified as prominent incentives for seniors to attend pokie venues.

"Seniors clubs are particularly being targeted' 'We get punished. Punished for being elderly"

"I think it's an attack on seniors' clubs. We paid taxes all their lives... we're not kids..we should not be told what to do"

"We can't even go to the RSL- how can you stop ex-servicemen from going to the RSL?"

Role of governments in minimising harm from pokie machines

All respondents were asked what different levels of government- federal, state and local could do more to minimise harm from pokie machines. None of the survey respondents provided any suggestions. Nonetheless, many respondents in group discussions provided views about how different levels of government would be reducing harm from pokie machines. There was consensus that despite engagement in gambling was an *"individuals' choice"*, the *"Government is implicated"* in the harms it imposed.

Suggestions to minimise harm from pokies were often made during the consultation process and ranged from individual restrictions such as “limiting the number of spins” and a “pre-paid card system”, and policy reform to enforce “sound limits” and “shorter opening hours” for pokie venues. A pokie venue operator believed that the ease of access of pokie machines contribute to increase harm:

“I think one of the biggest issues in Darebin is the ease of access. There are a lot of venues, all with varying hours, just because one is closing doesn't mean you have to go home, because the one down the road is still open, and after that closes another one is still open. You can just bounce from venue to venue 24 hours a day and continuously gamble. If all venues in the area had a closing time. Say 3am for example I think the more vulnerable people, particularly those with addiction issues would be forced to go home instead of continuing on to the next location. Legally venues must close for 4 hours a day. But that isn't a break for vulnerable people when there's just somewhere else to go...I have found late at night is often when the most vulnerable attend venues”.

There was a consensus that the community is “*not happy with the machines*” being present in Darebin. Calls to “*restrict*”, “*limit*”, and “*close*” pokie machine venues were fuelled by frustration towards the gambling industry and local government for introducing pokies and their harms to the area.

“Who put them in our front door in the first place?”

“Close some of them down”

“Shut down all the pokies...Shut them down in Darebin”

“Bloody machines should be controlled”

“Sledgehammer to the machines!”

“Stop gambling ads on TV- STOP!”

“Get people out of the house, but away from [pokie] machines”

Participants suggested that the state government should add more regulations to the gambling industry in order to minimise community harm from pokies. Participants strongly supported reducing the number of machines allowed to operate within venues, as well as limiting the hours they are available to be used:

“Put restrictions on people. For example, timeouts sessions that expire or 20-minute break after each hour of use, or provide a pre-paid card system”

“Limit the number of spins that anyone can play”

“Limiting the amount of machines”

“Higher taxes on venues”

“Reducing time when pokie venues are open and put betting limits”

Established Government-led campaigns such as anti-smoking and drink-driving advertisements were suggested as effective ways to communicate the real harms of EGM use in Darebin. The ‘scare’ tactics commonly employed in such advertisements make clear and memorable statements to prevent risk-taking behaviours.

“Gambling ads are ridiculous”

“Stop advertising [gambling] ...Make [gambling] uncool”

“Provide signs and advertisement on how much people have lost. ‘[like smoking and drink-driving advertisements] people get scared”

“Advertise the suicide rate around gambling in the venues”

“Don’t tell me what I can win...Tell me what I can lose”

The currently endorsed message of ‘Gamble Responsibly’ was often referred to as “irresponsible” and insufficient to convey the potential harms of EGMs or deter others from their use. FGD participants suggested that there was ‘nothing’ responsible about gambling in any form; and called for stronger and more specific approach to harm prevention.

“Gamble Responsibly; we need the opposite slogan”

“[They] advertise ‘gamble responsibly’- those who gamble are not responsible”

“we need the opposite slogan’ gamble responsibly’

“Stop commercial advertising of gambling!”

FGD participants suggested that council has a duty of care to protect community members from gambling harms. Some participants in senior clubs accused council of double standard in the current Policy arguing that council is a beneficiary of pokies:

“Clubs at present can't benefit from pokie venues. Why then is council receiving money such as rates from pokie venues?”

“You’re grabbing on the other side!”

“Council takes a lot of money from venues [through rates] it’s hypocritical”

The participants believed that there were few restrictions directed towards councillors or government officials themselves to receive donations and gifts from pokie machine operators or attend the venues for occasions freely with “*no recourse for their duplicity*”. They argued that Council should lead by example and not have double standards. They suggested a few key actions that Council should take to reduce harm from pokies:

“provide financial incentives to local businesses to remove [pokie machines]”

“Not allowing EGMs on council owned land”

“Buy-back scheme” [of pokie machines]”

Wider community awareness and engagement was also proposed to encourage people “*out of the house*” and “*away from pokies*”.

“Organise social activities for vulnerable and alone people”

“Raise awareness of addiction. People don’t believe they’re addicted”

Other suggestions provided include:

“Scare people like drink driving”

“Create awareness of harms’ [from pokies] that people understand... [provide information] in different languages”

“[Provide information on] Counselling programs [for those who] need help...and put them in touch with services”

“Organise social activities such as reading groups, cooking classes and other social things for vulnerable and alone people”

“Keep [community] centres open on public holidays”

“Activate partnership [between community groups and council] to help pensioners go out for social events more often”

“Provide incentives for pubs not to have [pokie machines]”

Concerns raised by sporting and seniors’ clubs had a common theme of sponsorship and finding revenue to run club activities. Sporting clubs were tempted to take up sponsorships from the gambling industry to remain competitive. It was suggested that council should find more ways to support clubs in their independence from gambling revenue.

“We accept and are accustomed to seeking other revenue options. Difficulties however arise in the absence of a level playing field with Clubs we compete against funded by electronic gaming revenue”

“Two years ago, we transitioned from receiving any form of in-kind or monetary support from EGM venues...we weren't as leveraged as other clubs but if you continue to narrow the scope of sponsorships it will make clubs harder to run. Sponsors used the Policy to knock back our sponsorship requests”

“The current policy impacts the club in lost \$\$\$ which we are not able to make up. Whilst the sentiment of reducing losses from gambling is a good one and one we support, it should not come at the expense of clubs trying to provide an outlet for people to do exactly what you are trying to achieve with the policy, getting people out of gaming venues and into clubs like ours”

“Local sporting club's are finding it extremely hard to attract sponsors to assist them to offset costs directly on their members...What is alarming is that sporting club's outside of the Darebin Council boundaries are benefitting from sponsorship deals from EGM clubs within the Darebin Council boundaries”

The following suggestions were made regarding what Council could be doing more to support clubs to avoid reliance on revenue from pokie machine operators:

“Clubs have to find ways to find revenue and support. To keep us as competitive as we can be...We need [more financial] assistance from council and other partners”

“We like the idea of reduced [sporting] ground rental as an incentive to meet council demands”

“Council can continue to advocate for a statewide/national ban on electronic gambling revenue for sports clubs in the best interests of vulnerable members of society and to ensure an equal funding playing field among clubs. Council can assist Clubs to be matched with potential sponsors through Darebin Council's business development unit. Darebin Council could offer incentives to local businesses to sponsor Clubs to reward pro social corporate responsibility behaviour within Darebin”

“There probably needs to be more education on what the council is doing to reduce the footprint of EGM's in the LGA. You approved them but clubs are the ones that need to adapt to your change of policy direction. Having a meeting at a pub in the off-season is hard to avoid because they are good places large enough to meet socially. We'd like to see the offer of council space in the off season to host meetings if you don't want us utilising EGM venues”

“Offer function rooms or make function rooms more available [to clubs]”

“Offering discounts for seasonal ground rental or offering more funding (grants) to sporting clubs that are not reliant or affiliated with EGM revenue/businesses would encourage clubs & community groups to seek alternate revenue streams”

“You could assist by reducing fees and with reaching out to local sponsors which is difficult considering all the sporting clubs in the area are fighting for the same sponsorship dollars”

“Council could perhaps provide a list of venues that don’t have EGMs that we could meet in / have functions at (or alternatively that do have EGMs so we can avoid those venues)”

“The council could assist by perhaps linking clubs and local businesses for mutual beneficial connections...Darebin Arts Centre for example could be a good place for presentation nights if the council could facilitate access where the club could make money or somewhere similar. Having local artists to add to the evening may add to the attraction. Pathways for after hour locations our members could go to could also benefit where we could encourage any members as an alternative for members, we know that would go to gambling venues after the club needs to close”

Members of seniors’ clubs also reported that older people were vulnerable to gambling gaming industry due to incentives such as free transport to pokie venues. They requested Council to increase the clubs’ grants to make it affordable for the groups to hire transport for social outings:

“Offer more money to the [senior] clubs to be able to hire buses for social outings”

“Provide community bus for seniors clubs to facilitate transport during social outings... [allow clubs to] hire council buses [for outings]”

Service referral and support of those experiencing harm from pokies

There was a consensus among participants that Council’s duty of care to the community must extend beyond everyday individual restrictions, to seek a broader approach to minimising harm from pokies.

One pokie machine user stressed the need for venues to support those who are signed up on the self-exclusion program:

“I’ve self-excluded... never once been stopped...I know I need help...Who is policing that? My gambling hasn’t gone down at all...Your ID scan shouldn’t allow you in the venue”

Local community organisations and pick bodies commended the Council for enhancing strong partnerships with the anti-gambling sector. They recommended that Council provides information on available support services such as ‘Gambler’s Help’ on the website, social media outlets and print media such as brochures. .

Discussion

Finding from the consultation have highlighted that many community members are aware of the harm caused by pokie machines. However, council and partner agencies should continue creating awareness about harm from pokies to counter any perceived benefits. This should be done through a range of methods including social media campaigns, print media and targeted community education sessions. Community awareness on harm from pokies should also be communicated in a range of languages in order to reach communities with low English proficiency.

Social isolation is one of the contributors of use of pokies or visiting pokie venues. Therefore, Council should deliver targeted regular social activities for different age groups in order to divert potential pokie machine users from pokie venues. The findings also call for Council to work with Gamblers Help in the North to develop a referral pathway to support those community members experiencing harm from pokies.

The majority of participants were supportive of EGM harm reduction and prevention measures. The Community attitudes revealed in this study also suggest that the community is supportive of a reduction in the number of EGMs in Darebin. Although success in reduction of EGMs may result in a reduction of EGM revenue, the Victorian government should view this in the context of the overall social and economic benefits resulting from such changes.

The overwhelming support of the 2018-2022 EGM Policy and Action Plan (current Policy and Action Plan) reinforces the need for Council to build on the past achievements in order to further minimise harm from pokie machines. Nonetheless, Council needs to further explore ways to support outing of senior's clubs to support them from relying on subsidized meals and drinks at pokie venues. In addition, Council should continue working with sporting clubs to explore sponsorship and ways sporting clubs can generate income independent of pokie machine operators. There is an opportunity for Council to consider offering space to sporting clubs for their meeting during off.

Some recommendations made by community members on strategies to minimise harm from pokie machines fall outside the jurisdiction of Council. Therefore, Council should continue to work with the antigambling sector to advocate to state and federal governments on minimising

harm from pokies. Advocacy work needs to happen in a range of areas including policy reforms, gambling advertisement, venues opening and closing hours, betting limits, reducing the number of pokies in the municipality, and requirements for pokie machine operators to check their clients identify in order to monitor those in self-exclusion program.

Conclusion

This consultation provided an opportunity for community members and our stakeholders to add their voice in the review and updating of the 2018-2022 Darebin Electronic Gaming Machine Policy for the 2023-2027 period. The community response to the consultation was overwhelming due to the harm from pokies they have experience in the family or witnessed the community. Findings from the community engagement process highlight the following four priority areas in the next iteration of Council's Policy and Action Plan to minimise harm from pokie machines:

Organisational Leadership:

Take a whole of organisation approach to minimising harm from EGMs. This includes ensuring that Councillors and Council officers lead by example and that any of their actions aim to minimise harm from EGMs.

Legislation Regulation:

Exercise the full extent of its regulatory and legislative mandate to minimise harm from EGMs.

Advocacy and Partnership:

Maintain strategic partnerships and undertake advocacy to minimise gambling harm in Darebin.

Awareness and education:

Educate the community about the imbalance between EGMs harms and benefits. This is critical to ensure that community members have an informed perception of EGMs.

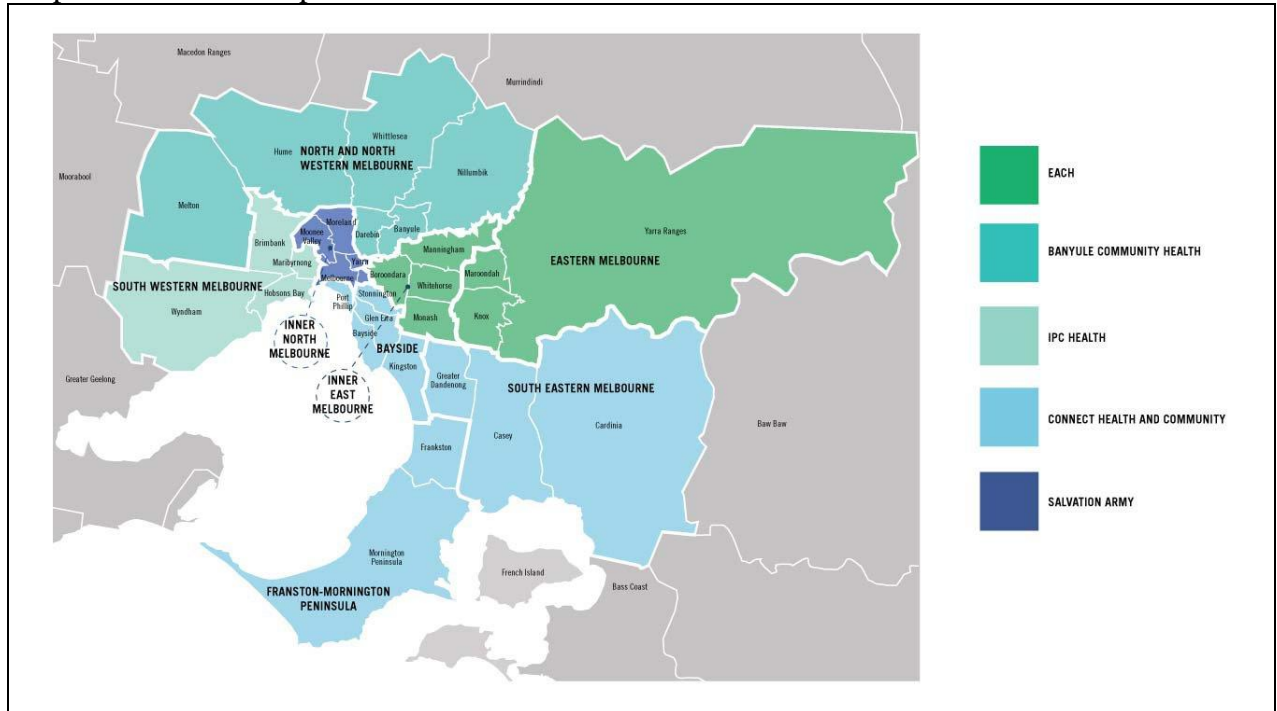
Funding and resourcing

Dedicate resources and source funding to minimise harm from pokie machines in the community.

Appendix 1: Support Services

Free and confidential services are available across Victoria to people experiencing harm from their own or someone else's gambling. Darebin community members can seek services from Banyule Community Health.

Help services in Metropolitan-all communities



Source: Victorian Responsible Gambling Foundation¹

First nations awareness programs- statewide

- [Gippsland and East Gippsland Aboriginal Cooperative](#)
- [Mallee District Aboriginal Services](#)
- [Rumbalara Aboriginal Cooperative](#)
- [Victorian Aboriginal Health Service](#)
- [Strong Brother Strong Sister](#)

In language help services- statewide

- [Arabic Welfare Incorporated](#)
- [Australian Vietnamese Women's Association](#)
- [Federation of Chinese Associations, Social Welfare Centre](#)
- [Springvale Indo-Chinese Mutual Assistance Association Incorporated](#)
- [Victorian Arabic Social Services](#)

¹ Victorian Responsible Gambling Foundation. 2022. Gambler's Help services. Accessed 9 November 2022. Available <https://responsiblegambling.vic.gov.au/reducing-harm/gamblers-help-services/>

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National Relay Service

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enter 03 8470 8888



Speak Your Language
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