



Printer Receipt Trial Evaluation

Department of Treasury and Finance

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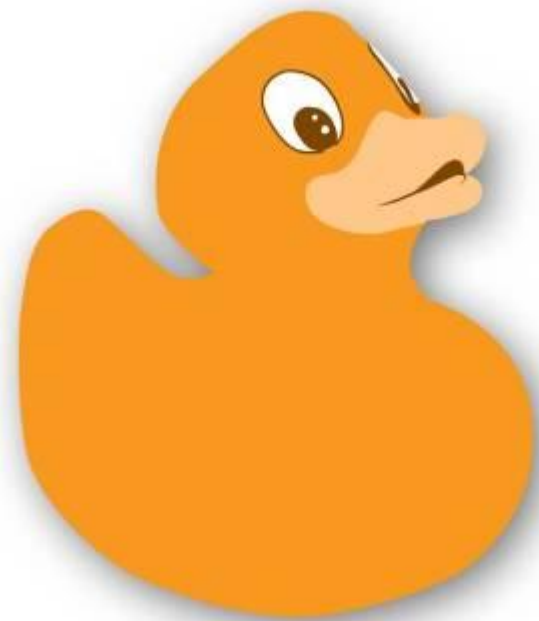
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The mission:



“Is there value for the customer [EGM players] in receiving receipts?”

Sub-objectives:

1. Did a significant proportion of customers use the receipt? What value did the receipt provide to the customer?
2. Behavioural impact of the trial. Did the trial support the goals of better money management and informed decision making by customers?
3. Do the impacts vary by risk for gambling problems? Is there opportunity to use features of the trial to support gambling rehabilitation services?
4. Costs and revenue impacts to the venue?

Background

The Responsible Gambling Working Party [RGWP] was established in 2006 by the then South Australian Minister for Gambling in order to develop strategies to support customers to make commitments about their level of gambling on electronic gaming machines. The RGWP has previously undertaken evaluations of player tracking and pre-commitment trials in South Australia for electronic gaming machines. For the RGWP, player tracking and pre-commitment tools are for all gaming machine players.

The key purpose of these trials is to

1. learn about the effectiveness of player tracking and pre-commitment as a feature for venue customers to better manage their money in relation to gambling
2. and as a tool for harm minimisation.

The current trial forms part of these overall evaluations. The trial involves the printing of a receipt at the Automatic Coin Machine and/or cashier terminal when a patron exchanges cash for coins in small venues. The trial was conducted at two small Adelaide gaming venues, running for two weeks at each venue. Both venues were within the Adelaide Central Business District. The two venues were chosen after first meeting two criteria; that they were a small venue of less than 15 EGMs and that they had existing hardware that would be compatible with the receipt printer. Additionally, further selection criteria were that the venues differed in their clientele and peak periods. Participation by the venues in the trial was voluntary.

Venue 1 – 12 EGMs. Gaming room generally not busy. Clientele are primarily in relation to dining. The hotel busy periods align with dining [i.e. 12-2.30pm and 6 -8.30pm everyday and primarily Friday and Saturday], with the venue generally quiet until midday. The busy periods for the gaming room are from 2.00pm – 4.00pm each day and during the lunch period. The clientele is a stable population primarily comprising the local population [residents from nearby medium density and Housing Trust/low income housing, office workers for lunch each day and local residents on their way home from work]. Some people come from outside the area for meals.

Venue 2 – 7 EGMs. Gaming room generally not busy. The hotel busy periods are weekdays from 3-8pm and Saturday 2-4pm, with a strong lunch trade especially towards the end of the week. Clientele are generally not regular, typically interstate people staying in nearby accommodation, tradesmen and local workers on their way home after work, people sleeping rough in the area, TAB punters and some families. TAB players will play pokies while waiting for races as TAB screens are located directly outside the gaming room.

Gaming Care [Australian Hotels Association SA responsible gambling agency] recommended the printer provider that assisted with the trial [Macmont Gaming Supplies] and liaised with each venue to gain their support for participating in the trial.

Square Holes was engaged as an independent research agency to conduct the evaluations in each venue. The research involved three components:

- ☐ Patron intercept surveys
- ☐ Staff/ industry stakeholder interviews
- ☐ Monitoring of receipt litter

Methodology

A total of 67 interviews were conducted with electronic gaming machine patrons across two venues from the 2nd February through to the 28th February 2012. All venue patrons interviewed were required to have both exchanged cash for coins and played the gaming machines to participate, with interviews taking approximately 10 minutes. The questionnaire is attached in Appendix A. Square Holes staff were in attendance across peak periods at each venue.

A staff survey was also conducted at each venue. This data should be treated qualitatively due to the small sample size. The questionnaire is attached in Appendix B.

All interviewers are fully trained to ISO 20252 standards and experienced in all aspects of social and market research interviewing. Staff were fully briefed prior to commencing and a supervisor managed the team at all times. The data was subsequently analysed by our statistician using the statistical package SPSS. Due to the small sample size some caution should be taken in applying results to the wider population.

Discarded receipts throughout the venues were monitored to provide an indication of both acceptance and retention by patrons. These were dated and numbered, allowing for missing receipts to be identified.

On completion of the trial, in-depth interviews were conducted with industry stakeholders and venue management to provide further insight into the evaluation.

Quantitative Sample Overview	
Sample achieved	n=67 Venue 1= 32 Venue 2= 35
Questionnaire length	10 mins
Methodology	Face to face
Collection Dates	31 January [2 February*] – 28 February 2012 Venue 1 – 31 January [actual start 2 February] – 14 February 2012 Venue 2 -14 February – 28 February 2012

*Delayed due to installation issues

Qualitative Sample Overview	
Monitoring of litter	Receipt litter collected daily throughout trial
Staff surveys	n=6
In-depth interviews	n=3

Due to the small sample obtained data contained in this report should be considered indicative rather than definitive.

There is evidence from this research that printer receipts could have some impact on monitoring spending for a small proportion of electronic gaming machine players. The question as to whether or not to proceed is likely to be based at least partly on the levels of anticipated impact necessary to justify the investment.

In A Nutshell

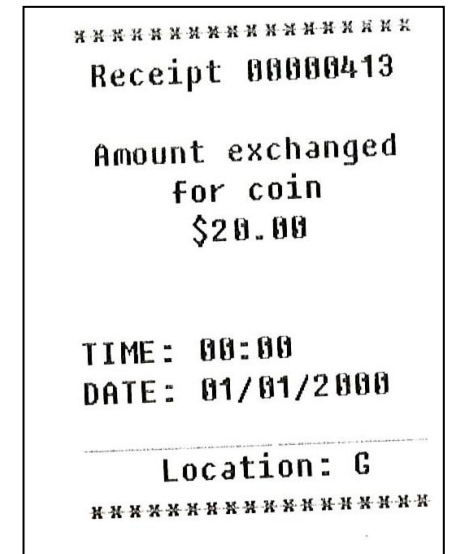
□ The mission:

"Is there a value for the customer in receiving receipts?"

There is evidence that printer receipts will have an impact on a small proportion of the population [19% would read in future]. The question becomes one of the expected target of electronic gaming machine customers to demonstrate behavioural impact from providing a receipt. During the trial, over a third [45%] of the 66% who recalled receiving a receipt potentially looked at the printer receipt. With 36% [of the total sample] who keep other receipts to keep track of spending there is an indication of possibilities for enacting behaviour change with regard to cash to coin receipts. Six of the eight patrons who retained their printer receipt also keep other receipts.

- ⇒ **45% potentially looked at the receipt***
- ⇒ **18% retained the receipt***
- ⇒ **19% would read the receipt in future**
- ⇒ **13% would like to receive receipts in the future**

***Of those who recalled receiving a receipt**



The sub-objectives

“Did a significant proportion of customers use the receipt? Value to customer”

- ➔ Nearly one half [45%] potentially looked at the receipt, with 18% retaining the receipts. Nearly one fifth [19% of total sample] would be likely to read the receipts in the future, with 13% stating that they would like to receive printed receipts in the future.

“Behavioural impact of the trial. Did the trial support the goals of better money management and informed decision making by customers”

- ➔ 14% indicate some form of behaviour change, including 9% who consider receipts would reduce their spending.
- ➔ 84% claimed that the receipts did not make them more aware of what they were spending in the gaming room.

“Costs and revenue impacts to the venue?”

- ➔ Both participating venues had compatible hardware in place for installing the printers used in the trial. Future considerations would need to take into account additional costs if compatible hardware was also required, along with the number of units per venue. Overall the ongoing and implementation costs of printer receipts to venues were considered to be small, particularly after installation. Installation costs of receipt printers have been estimated at \$1,200 + GST with an additional \$150 for fitting and staff training if existing hardware is in place or \$1,200 plus \$180 adaption for other models with the addition of \$150 for fitting and staff training. Printed receipts were considered by the venues to have little impact on gaming room revenue if introduced.

“Do the impacts vary by risk for gambling problems? Is there opportunity to use features of the trial to support gambling rehabilitation services?”

- ➔ Due to the small sample no reliable indication can be made as to the impact of the receipts by risk for gambling problems. However, with education there is a possibility the receipts can be used as a tool in rehabilitation services.

“Just to make sure I got what I paid for in the money exchanged” [Venue 2]

Suggestions for further review

- Receipts could feature educational aspects that promote responsible gambling
- Receipts need to cut off cleanly at the coin machine
- Ability to have printed and customised messages with the possibility of tailoring messages to the value of transaction [similar to phase 3 of the Worldsmart Trial]
- Promotion of positive attributes of receipt to patrons
- Further investigation with moderate to problem gamblers and the value as a self help tool in monitoring gaming spend
- Incentives for patrons to keep receipts, they need to know it has some significance for them

“It is insignificant, it’s not like a bank receipt.” [Venue 2]

□ Problems and limitations

In considering any wider expansion of the trial or implementation of printed receipts on exchanging cash for coins some issues need to be addressed.

- Installation issues and difficulties with software may need addressing, although this was only an issue at the initial trial venue installation. This provided a learning tool for future installations.
- **Signage needs to be clear**, as was found during the trial many patrons did not remove their receipt from the machine. This may be attributed to either not noticing the receipt or not wanting to take it, however, there were issues at both venues with receipts building up in the machines [despite clear signage to remove the receipt], which may have reduced the number removing their receipt. A mechanism to ensure receipts are individually cut is necessary.
- The actual appearance and ease of taking the receipts may have limited their acceptance and therefore value by patrons. They were relatively large and only contained the relevant information and while serviceable as part of the trial there was little incentive on the actual receipt to retain it. The possibility of some form of voucher or advertising on the reverse may encourage greater interaction.
- While staff were shown how to address machine issues and change printer rolls, ongoing issues with resolving paper jams and lack of paper suggests that further training would be required.
- Over one third [34%] of the sample did not recall receiving a receipt; this is possibly due to leaving the receipt in the machine as there was often a build up of receipts in the machine or an issue of innovation and a misunderstanding that a receipt was available on exchanging cash for coin. As stated above any future designs would need to take this into consideration. Other recall issues may have occurred due to lack of communication regarding the receipt and therefore lack of patron understanding and uptake.

- In terms of patron uptake of the receipt there was no promotion to encourage understanding, the only form of promotion was a sign on the coin machine to 'please take receipt'. Patron education is necessary, not merely with regard to receiving a receipt but as to the possible uses in monitoring spending.

While research staff were in attendance at each venue over 'busy' periods respondent numbers were low across both venues. Observation by research staff confirmed that for both venues electronic gaming machine play was not a key purpose in visiting the venue [16% main purpose of visit], with gaming rooms often empty.

Low respondent numbers can be attributed to the following:*

- ⇒ Low patron numbers/ Dining [both venues] and other gaming [venue 2] are stronger revenue streams
- ⇒ Repeat customers [regular clientele quickly reduced new customers available for surveying]
- ⇒ Refusal to participate in the survey
- ⇒ Customer in a hurry
- ⇒ Receipt printer out of order
- ⇒ Not needing to exchange cash for coins

*During the trial interview staff kept observational records of patron activity with regard to gaming room attendance and exchange of cash for coins. These confirm the issues faced with obtaining greater respondent numbers. An example of the daily observation sheets is attached in the appendices.



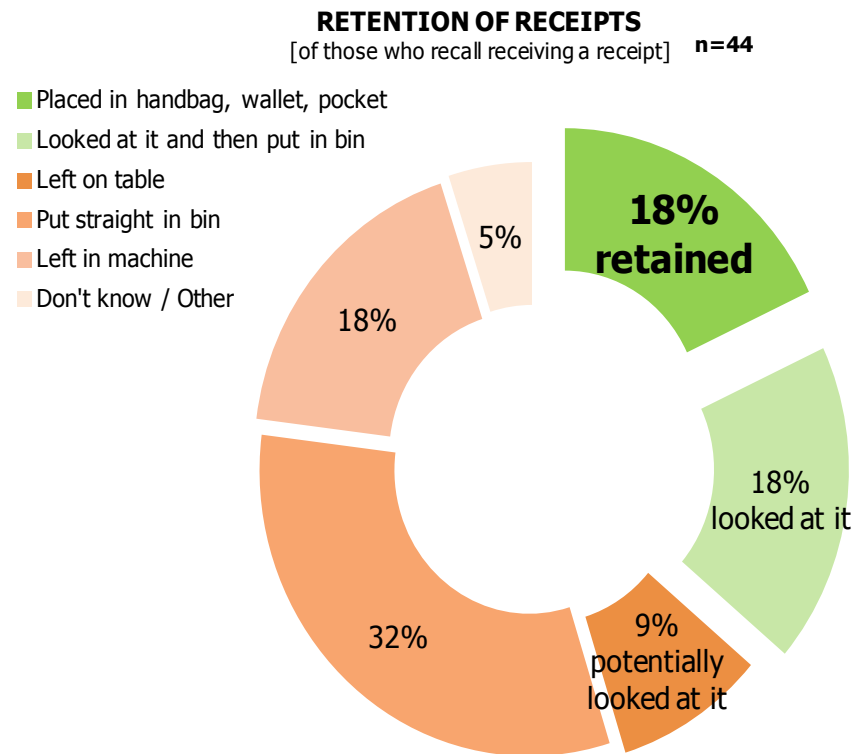
Patron Survey

Is there value for the customer [EGM players] in receiving receipts?

Did a significant number of patrons use or retain the receipt?

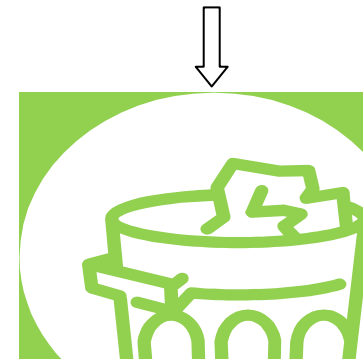
Two thirds [66%] of respondents recalled receiving a printed receipt on exchanging cash for coins and of these nearly half [45%] potentially looked at the receipt, with 18% retaining their receipt.

**Two thirds
[66%] recalled
receiving a
printed receipt**



At least 45% potentially read the receipt

32% put straight in the bin



Receipt recall

Of those who recalled receiving a receipt [n=44], over two thirds [68%] received one receipt, with 86% having received their receipt from the gaming room coin machine and 14% from the bar. **Half of those receiving a receipt [50%] recalled what was printed on the receipt**, with 100% of those recalling the amount of money exchanged [although 45% potentially read the receipt, this figure indicates that either patrons were making an educated guess as to the likely information found on the receipt or that those claiming to have discarded without reading had indeed taken some note of the content]. This may demonstrate some potential in assisting with effective money management.

Patrons of venue 2 were more likely to have exchanged cash for coins at the bar [22%] than those in venue 1 [5%]; however this did not impact recall of receiving a receipt, with identical recall at both venues [66%].

Where obtained receipt [n=44]*	Total [n=44]
Pokie Room	86% [38]
Bar	14% [6]
Number of receipts received	
One	68% [30]
Two	16% [7]
Three	7% [3]
Recall what was printed on receipt	
Yes	50% [22]
No	50% [22]
Recall what was printed on receipt	# [n=22]
Amount of money exchanged	100% [22]
Time	5% [1]
Date	14% [3]



100% of those who recalled what was printed on the receipt recalled the money exchanged



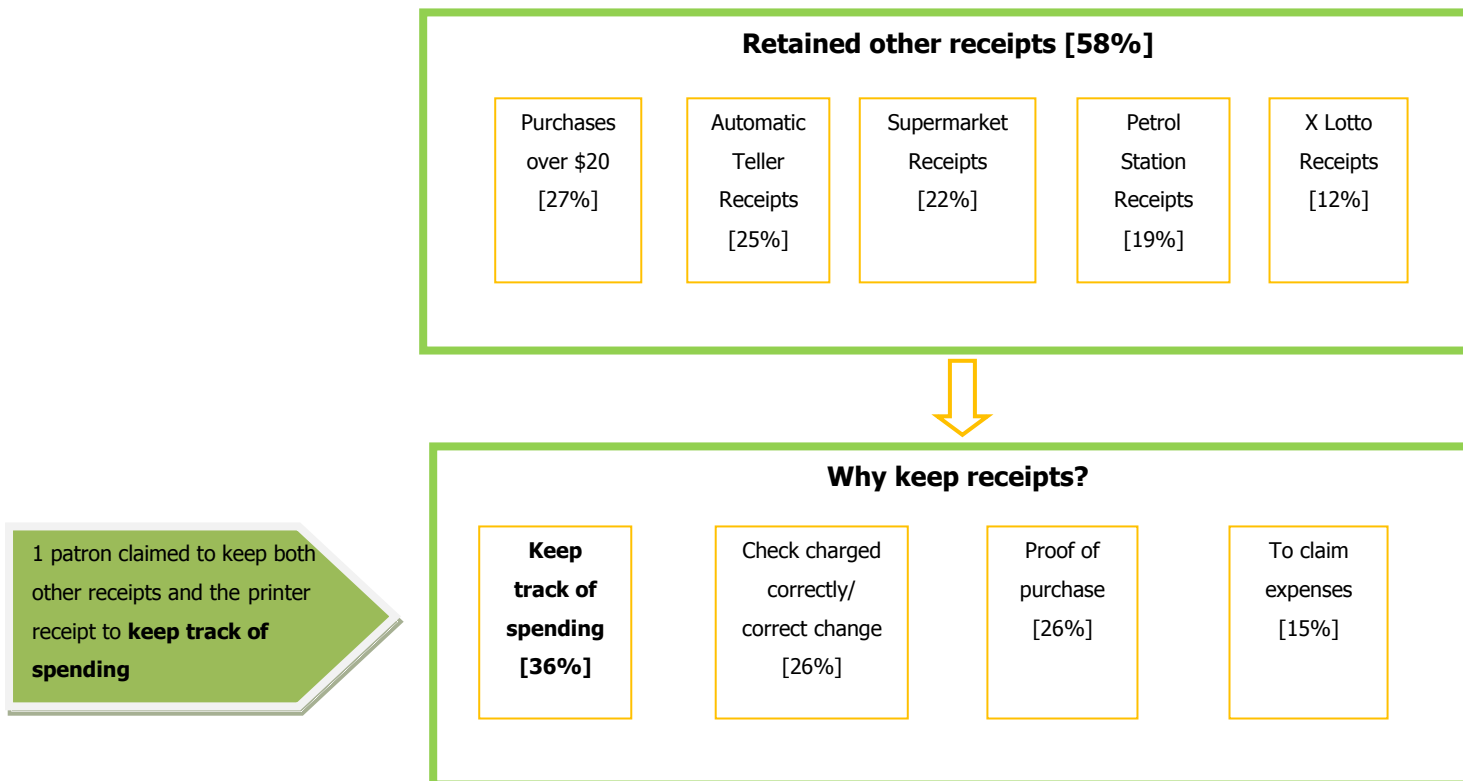
These patrons could be considered to have engaged with the receipt

*Of those who recall receiving a receipt

Of those who recall what was printed on receipt

Likelihood of retaining other receipts

Over half of respondents [58%] claimed they retained other receipts, these included; purchases over \$20 [27%], automatic teller receipts [25%], supermarket receipts [22%], petrol station receipts [19%] and x lotto receipts [12%]. In terms of the current trial over a third [36%] claimed they kept their other receipts to keep track of spending, demonstrating a propensity to retaining receipts in order to monitor spending. **Six of the eight patrons who retained their printer receipt also keep other receipts.**



Non retention of printer receipts

Of those that did not retain their receipt 33% [12] considered that they had no need for it. A further 17% [6] claimed they already knew how much they were spending. There was an indication that the receipt was there to check that correct coins had been supplied, rather than to keep track of spending. The recognition and retention of the dollar value and coins supplied could show potential of the receipts to be applied as a self monitoring tool for gaming spend. Education as to the purpose of the receipts could assist retention and behavioural impact of receipts.

Reasons for not keeping receipt	Total [n=36]
Don't need	33% [12]
Already know how much spending	17% [6]
Just more paper	11% [4]
Not interested in keeping track of spending	11% [4]

“I have my cash so no need for receipt” [Venue 2]

“Just to make sure I got what I paid for in the money exchanged” [Venue 2]

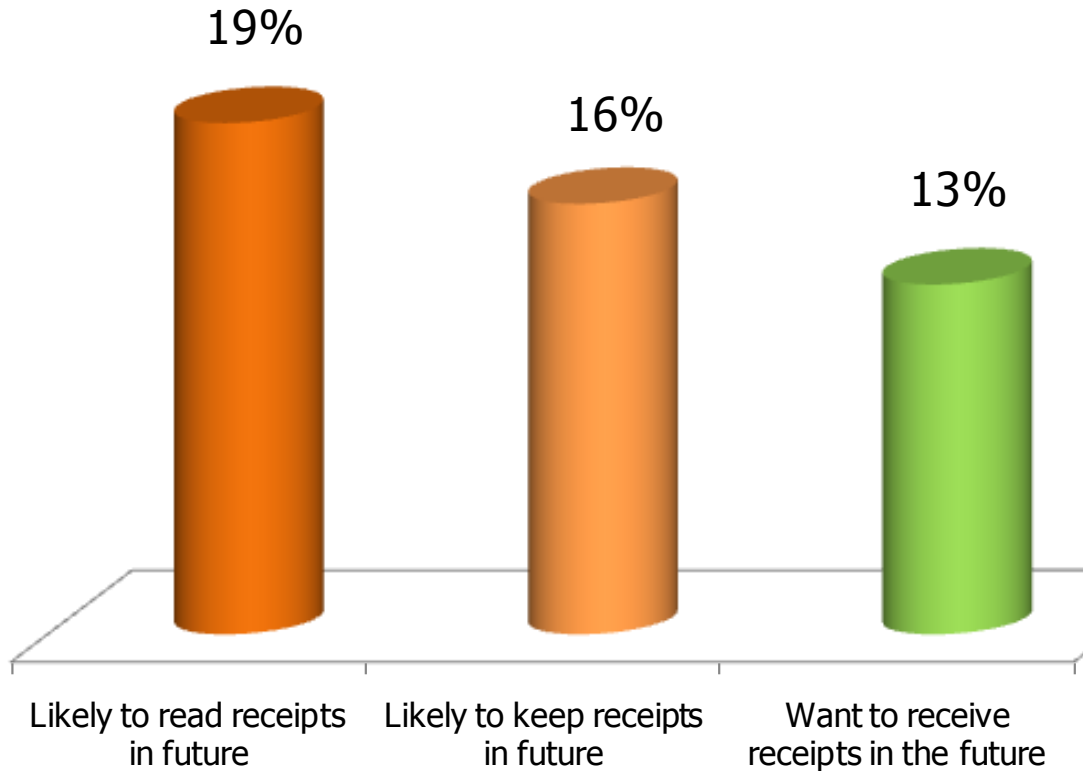
“Maybe my wife might find it and then know I’ve been playing the pokies” [Venue 2]

Ongoing value to the customer?

After the trial would the patron want to continue to receive receipts?

With 79% of patrons not wishing to receive a receipt in the future, there was a tendency to consider they didn't need them [47%] or that they had already knew how much they are spending [36%].

DEMAND FOR PRINTED RECEIPTS



"It gives you a tally/Gives more control when you can tally up receipts" [Venue 2]



Of the 9 patrons who would like to receive receipts in the future, 5 would like to in order to keep track of spending and 2 believe it would help maintain a budget on spending.



Reasons for not wanting to receive receipts in the future

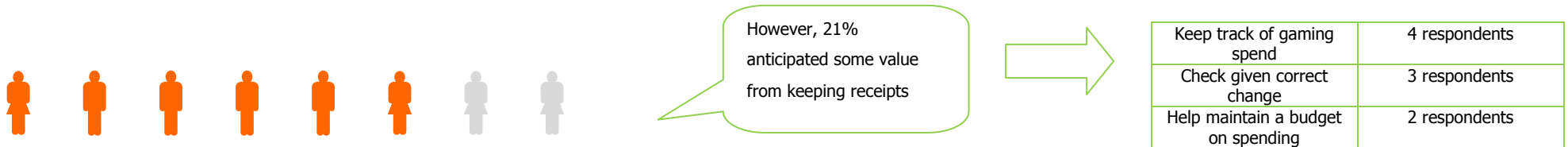
	Total [n=53]
Don't need	47% [25]
Already know how much spending	36% [19]
Waste of paper	17% [9]

"Don't gamble much so not relevant to me/Can see value for people who gamble regularly" [Venue 2]

Behavioural impact

Did the trial support the goals of better money management and informed decision-making by customers?

Of those who recalled receiving a receipt three quarters [75%] claimed that they would receive no benefit from keeping receipts, with 84% claiming that the receipt did not make them more aware of their spending in the gaming room. Four in five [80%] found that their spending matched their intention prior to playing. Three patrons' spending was however, less than intended.



75% of respondents claimed no benefit in keeping receipts



"I know what money I have and what I'm doing financially" [Venue 1]

What were the impacts of the trial on customers' gambling behaviour?

The receipts showed little influence on electronic gaming machine spend with 84% claiming the receipt had no influence on their spending. Further to this 79% anticipate receipts would have no impact on future gaming behaviour.

What value would you anticipate in keeping receipts	Total [n=44]
No value	75% [33]
Keep track of gaming spending	9% [4]
Check correct change	7% [3]
Help to maintain a budget on spending	5% [2]
Did the receipt make you more aware of spending in the gaming room	
Yes	16% [7]
No	84% [37]
Did spending match intention prior to playing	
About what intended	80% [35]
Less than intended	7% [3]
More than intended	7% [3]
Had no intended amount	7% [3]
In what way did the receipt influence your spending?	
No influence	84% [37]
Spent about what intended	11% [5]
Spent less than intended	2% [1]
Spent more than intended	2% [1]
How would you anticipate receiving a receipt would affect your gaming behaviour	[n=67]
No impact	79% [53]
Reduce spending	9% [6]
Allow better management of spending	3% [2]
Keep to a budget	2% [1]

Over 21% anticipate a value in keeping receipts

80% spent what they intended

14% anticipate a behavioural impact

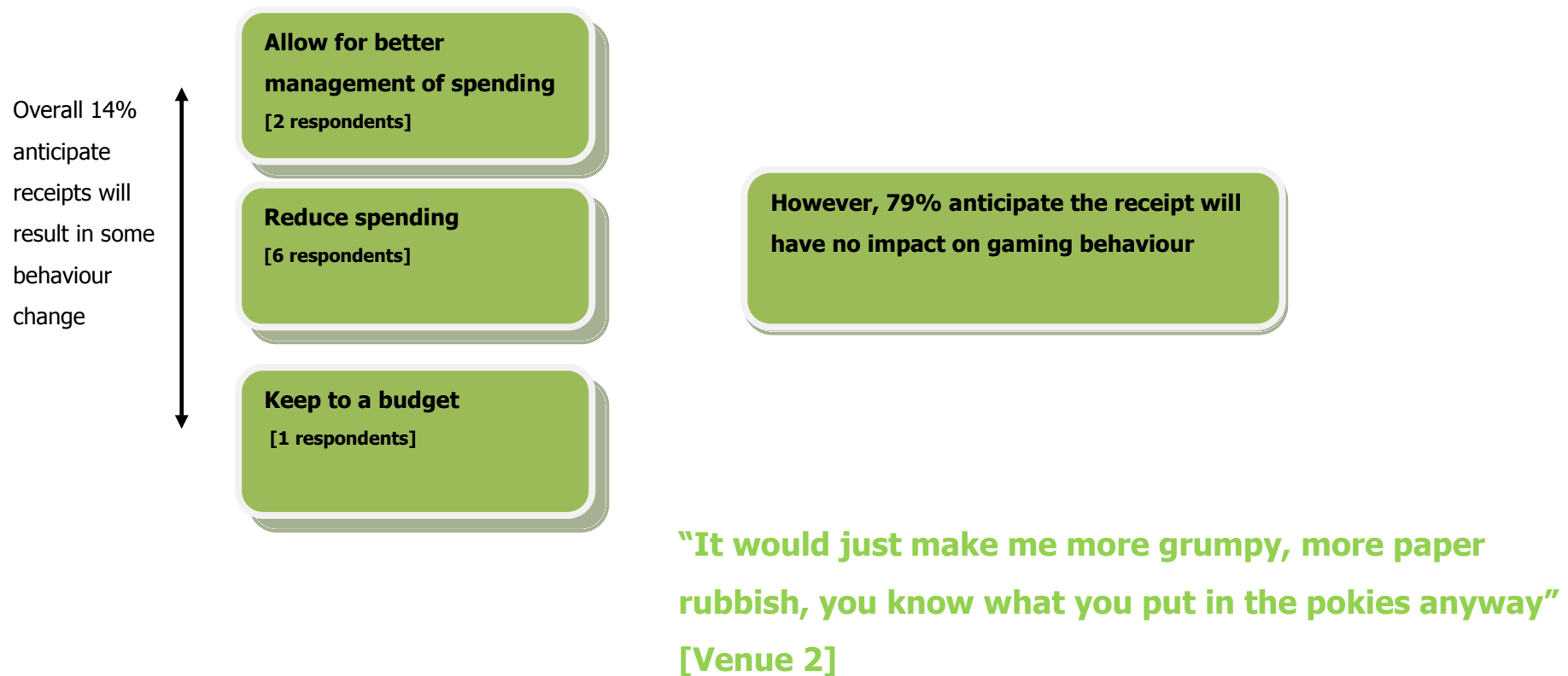
Differences across venues

	Total	Venue 1	Venue 2
No influence on spending [n=44]	84%	95%	74%
Anticipate reduce spending [n=67]	9%	3%	14%
Put straight in bin [n=44]	32%	5%	57%
Looked at it and then put in bin [n=44]	18%	33%	4%

Patrons from venue 2 were more likely to anticipate the printed receipt would influence their spending, also interesting to note that those at venue 2 were most likely to report placing the receipt straight in the bin.

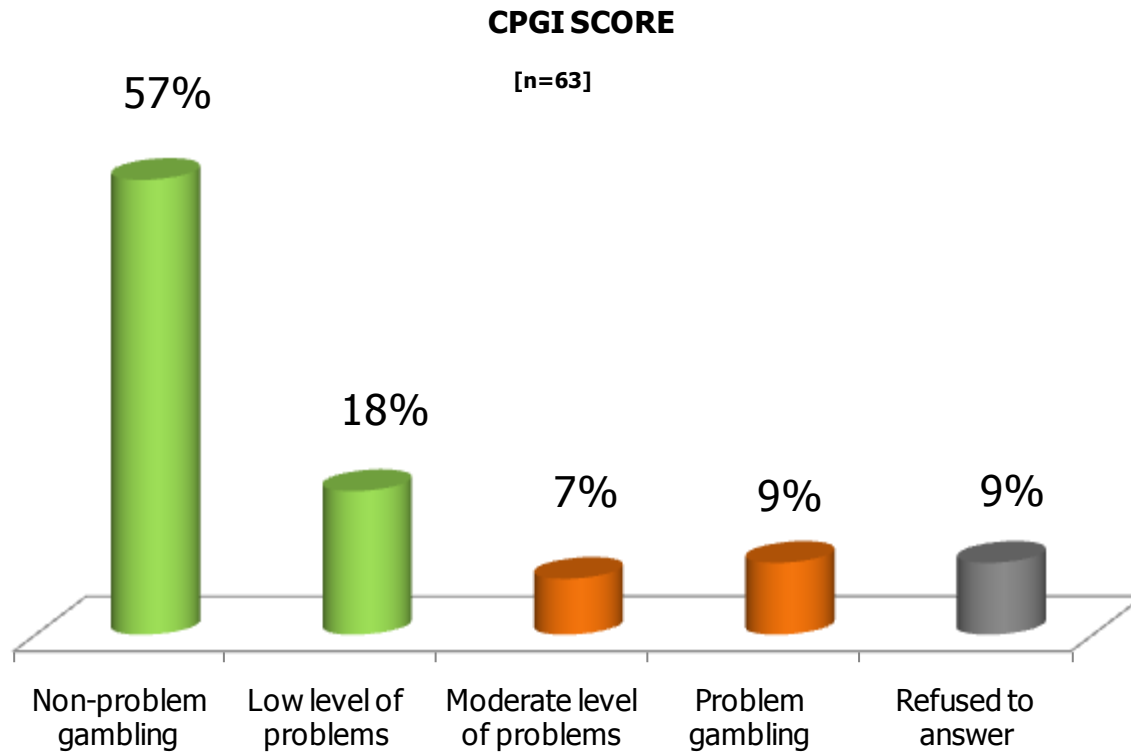
What behaviours did the features of the trial target?

While the majority [79%] anticipate the receipts would have no impact on their gaming behaviour, a minority [14%] would expect some positive behaviour change.



Do the impacts vary by risk for gambling problems?

From the Canadian Problem Gambling index [CPGI] two thirds of respondents reported as being either non problem gamblers [57%] or low risk [18%]. Due to the small sample [n= 63] no reliable pattern can be determined when examining CPGI scores with regard to retention and review of the printer receipts. The table on the following page provides an indication of the impact of the printer receipt trial by CPGI score.



CPGI and Receipt Behaviour

What they did with the receipt today	Total* [n=41]	Non problem gambling [n=28]	Low levels of problem [n=6]	Moderate level of problems [n=4]	Problem gambling [n=3]
Looked at receipt					
Yes	37% [15]	29% [8]	4	1	2
No	63% [26]	71% [20]	2	3	1
Anticipated value of keeping receipts					
No value	73% [30]	71% [20]	3	4	3
Keep track of gaming spend	4	2	2	-	-
Help to maintain a budget on spending	2	1	1	-	-
Did the receipt make you more aware of spending in gaming room?					
Yes	15% [6]	2	1	1	2
No	85% [35]	93% [26]	5	3	1
What way did the receipt influence spending in the gaming room?					
No influence	83% [34]	86% [24]	6	3	1
Spent about what intended	12% [5]	4	-	-	1
Spent less than intended	1	-	-	1	
Spent more than intended	1	-	-	-	1
Likelihood of keeping receipts in the future [n=61, those who responded to the CPGI]		n=38	n=12	n=5	n=6
Extremely+ quite likely	18% [11]	3	4	2	2
Not very/ not at all likely	80% [49]	89% [34]	8	3	4
Would want to continue receiving receipts?					
Yes	15% [9]	2	3	2	2
No	80% [49]	90% [34]	8	3	4

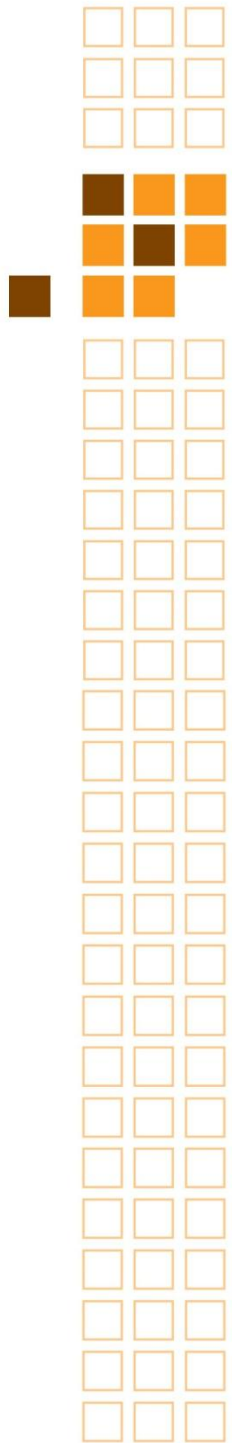
**Due to small sample size indicative not representative

*Of those who recalled receiving a receipt and responded to the CPGI, [n=41]

Opportunities to support gambling rehabilitation services?

In terms of rehabilitation services the receipts may be a valuable tool in working with Gambling Help Services and financial counsellors in helping to address problem gambling. The receipts may act as a paper record of gaming spending for discussion with a counsellor, or as a self help tool. This would need to involve education as to the benefits of printed receipts in terms of monitoring spending for all types of electronic gaming machine players, not just problem gamblers.

“It gives more control when you can tally up receipts” [Venue 2]



Litter monitoring

Monitoring of litter

Throughout the trial, litter within and surrounding the gaming rooms was monitored. All receipts were both numbered and dated allowing for missing receipts to be recorded and had an identification code as to whether they were issued at the coin machine or over the bar. Averaged out across the trial, approximately 80% of receipts were discarded as litter, which is confirmed from the survey data with 18% claiming to have taken the receipt off site. A few issues occurred in recording this data as follows:

- ☐ Receipt build up in printer at coin machines
- ☐ Out of paper/ paper jams
- ☐ Date/ time not always recorded correctly

It should be noted that this part of the evaluation only provides an indication of behaviour within the venue. Receipts may have been discarded outside the venue. Additionally, it should not be conferred that discarding the receipt means that the patron gained no value, the receipt may still have had value in indicating gaming spend.

Patterns to emerge:

- ☐ Receipts were more likely to be discarded as trial continued
- ☐ More likely to retain when exchanging cash for coin at the bar
- ☐ At times long build up of receipts left in coin machine [likely to discourage some patrons from removing receipts]

“Too many receipts there it looked like junk to me” [Venue 1]



Staff survey

Cost effectiveness to gaming venues?

From the staff surveys, venue staff were unlikely to view the provision of receipts as providing any benefit to the venues. However, if introduced the actual costs involved in implementation and ongoing support were viewed as minimal. Due to patron responses, staff were likely to view the receipts as having no value. It should however be noted that in terms of the current trial, staff were provided with only minimal training; with greater understanding of the purpose and potential value of the receipt in terms of gambling behaviour staff may be able to play a greater role in player education.

Overall the ongoing and implementation costs of printer receipts to venues were considered to be small, particularly after installation, however it should be noted that venues were not given any indication of costs during the trial. Installation costs of receipt printers have been estimated at \$1,200 + GST with an additional \$150 for fitting and staff training if existing hardware is in place or \$1,200 plus \$180 adaption for other models with the addition of \$150 for fitting and staff training. It is important to consider these costs are weighted against income generated by electronic gaming machines in small venues.

Costs and revenue impacts

Operational

- ✗ Cost of paper rolls
- ✗ Fixing of machines
- ✗ Extra time

**These were seen
as small costs**

Implementation

- ✗ Cost of machines
- ✗ Staff training costs

Staffing requirements

- ✗ Initial training
- ✗ Time [fixing machines/ installing paper rolls]

**“It's just another chore you have to do
and if they are throwing them away it
seems a waste of time” [Venue 2]**

Promotion to patrons

Promotion and information regarding the possible benefits and purposes of printer receipts could increase the value obtained by patrons. Anecdotal evidence from observation of patrons by both research and venue staff was that many patrons had little understanding of the potential, in terms of monitoring spending, of the receipt. Education as to the value of receiving receipts at gaming venues would need to be a key feature of any implementation.

From the staff survey, increased signage and staff interaction was considered the best way to promote printer receipts to gaming patrons. However, as observed from the trial, signage was not enough to encourage patrons to remove their receipt from the machine. Communications as to how printed receipts can help all gaming players, along with greater promotion of the receipt may encourage greater uptake.

Common responses from patrons included “What’s this?” However, this could be expected with patrons having no previous experience or information regarding the trial, consistent with new innovations.

“Staff could encourage patrons to hold onto their receipts” [Venue 2]



Industry Stakeholder interviews

Industry Stakeholder issues and concerns

The trial was conducted by the Responsible Gambling Working Party. A number of industry stakeholders supported the trial. This section summarises interviews conducted with industry stakeholders:

- Gaming Care [the responsible gambling agency of the Australian Hotels Association SA] – identified and sought the participation of the trial venues, monitored the venues throughout the trial and identified a receipt printer provider
- Macmont Gaming Supplies – provided and installed the receipt printers in the two venues
- Two trial venues

While the industry stakeholder's comments are directed at addressing problem gambling, the trial was not directed at problem gambling or problem gamblers. The Responsible Gambling Working Party's involvement in trials has been directed at providing tools that all players of electronic gaming machines can use to manage their gaming spend.

Although initial installation issues were of concern to the success of the trial some positive outcomes were reported by industry stakeholders. The delays allowed stakeholders to spend time and gain understanding of the differing perspectives of those involved in the trial. This was seen as very valuable and provided a sense of collaboration and ownership of the project. This is something to build on in future evaluations and trials. Overall there was a shared view amongst industry stakeholders of wanting to make things better and to find ways to address problem gamblers in the community.

The industry stakeholders interviewed, identified that the AHA/SA is an extremely respected body and their support of any new initiatives, such as with this trial, will mean greater uptake by venues.

The current trial was viewed as a medium to long term solution with greater education necessary.

It was also considered that only a small group of patrons were of concern, problem gamblers were a key focus to those interviewed. In this way there were concerns that receipts would not work for problem gamblers as they are difficult to reach. In terms of problem gamblers it was felt that a number of assumptions were made about their behaviour without a true deep understanding of this group. There was a feeling that problem gamblers were unlikely to frequent small venues, therefore, not captured within this study [note: a component of the patron survey was the administration of the CPGI, the results of which are discussed earlier in the report]. Additionally, industry stakeholders were concerned about safety issues raised in confronting problem gamblers, however this was not a requirement of the current trial. Industry has codes of practice requirements regarding identifying and intervening with problem gamblers. While the current trial did not specifically address problem gamblers, [the receipts were intended to be a self management tool for all patrons], however, the issuing of multiple receipts to a single patron over the bar might act as an indicator to staff to support a staff intervention.

While the industry stakeholders wanted the trial to be successful there was a general view that receipts will not work, particularly if targeted towards problem gamblers. There were also concerns that technical issues such as receipts not cutting could result in the trial being ineffective.

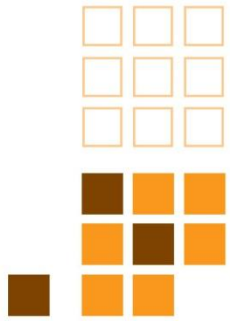
Key issues from industry stakeholders and venues

Issues:

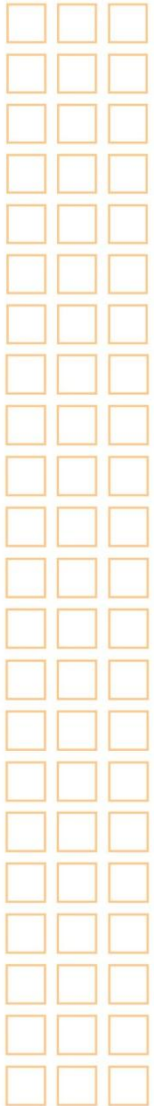
- ✗ For small venues the gaming room often represents only a small income stream, so solutions need to keep this in mind
- ✗ Technical issues
- ✗ Possible negative effects on venue/trial by having researchers present

Positives:

- ✓ Could be a simple solution for small venues
- ✓ Could be expanded to other venue gambling [i.e. TAB]
- ✓ Collaboration valued
- ✓ AHA is highly respected and need to have on board, as with Gaming Care's support for this trial



Respondent Profile



Demographics			
	Total [n=67]		
How often play pokies			
Daily	8%		
Couple of times a week	15%		
Once a week	37%		
Once a month	24%		
Every few months	8%		
Once a year	6%		
Less than once a year	3%		
Spend per day on Pokies			
\$20 and under	48%		
\$21 and up to \$50	26%		
Over \$51	26%		
Main reason for attending venue		Venue 1	Venue 2
Pokies	16%	25%	9%
Meal	40%	34%	46%
Drink	10%	6%	14%
Catch up with friends	10%	3%	17%
Age			
18-24 years	10%	16%	6%
25-34 years	21%	31%	11%
35-44 years	12%	6%	17%
45-54 years	16%	23%	9%
55-64 years	28%	34%	23%
65-74 years	9%	3%	14%
75 years and over	3%	0%	6%
Postcode – 5000	27%	38%	17%
Male	69%		
Female	31%		
Employment			
Work full time	55%		
Work part time	15%		
Home duties	3%		
Unemployed	3%		
Retired	19%		
Student	5%		
Marital Status			
Married	37%		
Living with a partner	21%		
Separated	2%		
Divorced	12%		
Widowed	6%		
Never married	22%		
Cultural Background			
Australian	72%		
UK and Ireland	12%		
Aboriginal/ Torres Strait Islander	6%		



Appendices

Questionnaires

Printer receipt trial [patrons] [P/N111002]

Legend

Responses in
lowercase are
unprompted

TEXT AND
RESPONSES IN
UPPERCASE ARE
READ OUT

**Text in bold
lowercase are
interviewer
instructions**

GOOD AFTERNOON/EVENING. MY NAME IS FROM SQUARE HOLES [A SOUTH AUSTRALIAN BASED RESEARCH COMPANY]. WE ARE CONDUCTING A RESEARCH STUDY IN RELATION TO AN INITIATIVE FOR POKIE PLAYERS THAT IS BEING TRIALLED IN THIS VENUE. I APPRECIATE YOUR ASSISTANCE. THE INTERVIEW IS QUITE SIMPLE, AND WILL ONLY TAKE AROUND 10 MINUTES TO COMPLETE.

If necessary say:

- ☐ IF NOW IS NOT A GOOD TIME CAN I ARRANGE TO SPEAK TO YOU WHEN CONVENIENT.
- ☐ WE ARE CONDUCTING INTERVIEWS WITH A RANDOM SELECTION OF PATRONS.
- ☐ WE ARE NOT SELLING ANYTHING. THE INTERVIEW WILL BE FOR RESEARCH PURPOSES ONLY AND WE HAVE STRICT INDUSTRY GUIDELINES TO PROTECT YOUR PRIVACY.
- ☐ YOUR RESPONSES WILL REMAIN CONFIDENTIAL. YOUR ANSWERS WILL BE STORED IN A DATA-FILE SEPARATE TO YOUR PERSONAL DETAILS. WE ARE MORE INTERESTED IN THE PERCENTAGE OF PEOPLE WITH PARTICULAR OPINIONS.
- ☐ SQUARE HOLES IS BOUND BY THE STRICT CODE OF PROFESSIONAL BEHAVIOUR OF THE AUSTRALIAN MARKET AND SOCIAL RESEARCH SOCIETY, AND MEETS THE REQUIREMENTS OF THE NEW PRIVACY LEGISLATION.
- ☐ I CANNOT TELL YOU THE NAME OF OUR CLIENT AT THIS STAGE AS IT MAY INFLUENCE THE ANSWERS YOU GIVE. HOWEVER, I CAN SAY THAT THE ORGANISATION IS WELL-KNOWN AND HIGHLY REPUTABLE. I CAN REVEAL THE ORGANISATION'S NAME AT THE END OF THE INTERVIEW.

Record ...Time_____ Date_____

1. HAVE YOU BEEN PLAYING POKIES TODAY? S

- | | |
|---|------------|
| 1 | Yes |
| 2 | No |
| 3 | Don't know |

**Thank and
terminate**

2. DID YOU EXCHANGE CASH EITHER FROM THE BAR OR THE AUTOMATIC COIN MACHINE TODAY IN ORDER TO PLAY POKIES? S

- 1 Yes
- 2 No
- 3 Don't know

**Thank and
terminate**

3. WHICH OF THE FOLLOWING TYPES OF RECEIPTS DO YOU NORMALLY KEEP? M

- 1 AUTOMATIC TELLER RECEIPTS
- 2 SUPERMARKET RECEIPTS
- 3 PETROL STATION RECEIPTS
- 4 X LOTTO RECEIPTS
- 5 PURCHASES UNDER \$20
- 6 PURCHASES OVER \$20
- 7 ALL RECEIPTS

Go to Q5

- 8 Don't keep any
- 9 Don't know

10 Other **[Specify]**

4. OF THE RECEIPTS THAT YOU KEEP WHY DO YOU KEEP THEM? M

- 1 To keep record of spending
- 2 In case need to exchange/ return item
- 3 Just throw them in drawer/ handbag
- 4 For work/ to claim expenses
- 5 Throw them out when I get home
- 6 Don't know
- 7 Other **[Specify]**

5. DO YOU RECALL RECEIVING A PRINTED RECEIPT TODAY WHEN YOU EXCHANGED CASH FOR COINS AT EITHER THE COIN MACHINE OR THE CASHIER? S

- 1 Yes
- 2 No
- 3 Don't know

Go to Q16

6. DO YOU RECALL HOW MANY RECEIPTS FOR COINS YOU HAVE RECEIVED TODAY?

[specify]

7. WAS THE RECEIPT/S FROM THE COIN MACHINE INSIDE THE POKIE ROOM OR AT THE BAR? S

- 1 Pokie room
- 2 Bar
- 3 Both
- 4 Don't know

8. DO YOU RECALL WHAT WAS PRINTED ON THE RECEIPT/S? S

- 1 Yes
- 2 No
- 3 Don't know

Go to Q10**9. WHAT DID YOU RECALL? M**

- 1 Amount of money exchanged
- 2 Time
- 3 Date
- 4 Just glanced at it, no details
- 5 Don't know

10. WHAT DID YOU DO WITH THE PRINTED RECEIPT/S THAT YOU RECEIVED TODAY? S**Go to Q12**

- 1 Placed in handbag, wallet, pocket
- 2 Looked at it and then put in bin
- 3 Put straight in bin
- 4 Left on table
- 5 Don't know
- 6 Other **[Specify]**

**Do not ask if coded 1[retained ticket] in Q10 go to Q12,
otherwise continue if coded 2, 3, 4, 5 or 6 in Q10 – only ask if did not retain receipt**

11. WHY DIDN'T YOU KEEP THE PRINTED RECEIPT? S

- 1 Already know how much I'm spending
- 2 Don't agree with the idea
- 3 Just more paper
- 4 Not interested in keeping track of spending
- 5 Don't gamble much so not relevant to me
- 6 Don't like to feel like being told what to do
- 7 Size, too big
- 8 Don't know
- 9 Other **[Specify]**

12. WHAT VALUE WOULD YOU ANTICIPATE TO GAIN FROM KEEPING THE RECEIPT/S? S

- 1 Keep track of gaming spending
- 2 Help to maintain a budget on spending
- 3 No value
- 4 Don't know
- 5 Other **[Specify]**

13. DID THE PRINTED RECEIPT MAKE YOU MORE AWARE OF YOUR SPENDING IN THE GAMING ROOM? S

- 1 Yes
- 2 No
- 3 Don't know

14. HOW DID YOUR SPENDING MATCH YOUR INTENTION PRIOR TO PLAYING? S

- 1 ABOUT WHAT YOU INTENDED
- 2 LESS THAN YOU INTENDED
- 3 MORE THAN INTENDED
- 4 HAD NO INTENDED AMOUNT
- 5 Don't know

15. IN WHAT WAY DID THE PRINTED RECEIPT INFLUENCE YOUR SPENDING IN THE GAMING ROOM? S

- 1 SPENT ABOUT WHAT YOU INTENDED
- 2 SPENT LESS THAN YOU INTENDED
- 3 SPENT MORE THAN INTENDED
- 4 NO INFLUENCE
- 5 Don't know

16. IF PRINTED RECEIPTS WERE TO BE INTRODUCED HOW LIKELY WOULD YOU BE TO READ THE RECEIPTS IN THE FUTURE S...?

- 1 EXTREMELY LIKELY
- 2 QUITE LIKELY
- 3 NOT VERY LIKELY
- 4 NOT AT ALL LIKELY
- 5 DON'T KNOW

17. IF PRINTED RECEIPTS WERE TO BE INTRODUCED HOW LIKELY WOULD YOU BE TO **KEEP** THE RECEIPTS IN THE FUTURE...**S?**

- 1 EXTREMELY LIKELY
- 2 QUITE LIKELY
- 3 NOT VERY LIKELY
- 4 NOT AT ALL LIKELY
- 5 DON'T KNOW

18. AFTER THIS TRIAL IS OVER WOULD YOU WANT TO CONTINUE TO RECIEVE RECEIPTS? **S**

Ask Q19

1 Yes

Ask Q20

2 No

Ask Q20

3 Don't know

4 Other **[Specify]**

Only display for those who coded 1 [yes] in Q18

19. WHY?

Go to Q21

[specify]

Only display for those who coded 2 or 3 [no, don't know] in Q18

20. WHY?

[specify]

21. HOW WOULD YOU ANTICIPATE RECIEVING A RECEIPT WOULD AFFECT YOUR GAMING BEHAVIOUR? **S**

- 1 Increase spending
- 2 Reduce spending
- 3 No impact
- 4 Allow better management of spending
- 5 Help keep to budget
- 6 Don't know
- 7 Other **[Specify]**

22. HOW OFTEN WOULD YOU USUALLY PLAY POKIES? S

- 1 DAILY
- 2 A COUPLE OF TIMES A WEEK
- 3 ONCE A WEEK
- 4 ONCE A MONTH
- 5 EVERY FEW MONTHS
- 6 ONCE A YEAR
- 7 LESS THAN ONCE A YEAR
- 8 Don't know

23. ON A TYPICAL DAY PLAYING POKIES HOW MUCH WOULD YOU SPEND?

- 1
- 2 Refused
- 3 Don't know

24. WHAT WAS YOUR MAIN REASON FOR ATTENDING THE [INSERT VENUE NAME] TODAY? S

- 1 Pokies
- 2 Meal
- 3 Drink
- 4 TAB
- 5 Catch up with friends
- 6
- 7 Don't know

THE FOLLOWING QUESTIONS REFER TO YOUR GAMBLING OVER THE PAST 12 MONTHS. PLEASE CONSIDER YOUR POKIES PLAY AS A TYPE OF GAMBLING FOR THE PURPOSES OF THIS RESEARCH STUDY AS WELL AS ANY OTHER GAMBLING THAT YOU DO, SUCH AS, TAB, LOTTERIES, AND THE CASINO.

25. HOW OFTEN HAVE YOU BET MORE THAN YOU COULD REALLY AFFORD TO LOSE? S

- 1 NEVER
- 2 RARELY
- 3 SOMETIMES
- 4 OFTEN
- 5 ALWAYS

26. HOW OFTEN HAVE YOU NEEDED TO GAMBLE WITH LARGER AMOUNTS OF MONEY TO GET THAT SAME FEELING OF EXCITEMENT? S

- 1 NEVER
- 2 RARELY
- 3 SOMETIMES
- 4 OFTEN
- 5 ALWAYS

27. WHEN YOU GAMBLER, HOW OFTEN HAVE YOU GONE BACK ANOTHER DAY TO TRY TO WIN BACK THE MONEY YOU LOST? S

- 1 NEVER
- 2 RARELY
- 3 SOMETIMES
- 4 OFTEN
- 5 ALWAYS

28. HOW OFTEN HAVE YOU BORROWED MONEY OR SOLD ANYTHING TO GET MONEY TO GAMBLE? S

- 1 NEVER
- 2 RARELY
- 3 SOMETIMES
- 4 OFTEN
- 5 ALWAYS

29. HOW OFTEN HAVE YOU FELT THAT YOU MIGHT HAVE A PROBLEM WITH GAMBLING? S

- 1 NEVER
- 2 RARELY
- 3 SOMETIMES
- 4 OFTEN
- 5 ALWAYS

30. HOW OFTEN HAVE PEOPLE CRITICIZED YOUR BETTING OR TOLD YOU THAT YOU HAD A GAMBLING PROBLEM, REGARDLESS OF WHETHER OR NOT YOU THOUGHT IT WAS TRUE? **S**

- 1 NEVER
- 2 RARELY
- 3 SOMETIMES
- 4 OFTEN
- 5 ALWAYS

31. HOW OFTEN HAVE YOU FELT GUILTY ABOUT THE WAY YOU GAMBLE OR WHAT HAPPENS WHEN YOU GAMBLE? **S**

- 1 NEVER
- 2 RARELY
- 3 SOMETIMES
- 4 OFTEN
- 5 ALWAYS

32. HOW OFTEN HAS YOUR GAMBLING CAUSED YOU ANY HEALTH PROBLEMS, INCLUDING STRESS OR ANXIETY? **S**

- 1 NEVER
- 2 RARELY
- 3 SOMETIMES
- 4 OFTEN
- 5 ALWAYS

33. HOW OFTEN HAS YOUR GAMBLING CAUSED ANY FINANCIAL PROBLEMS FOR YOU OR YOUR HOUSEHOLD? **S**

- 1 NEVER
- 2 RARELY
- 3 SOMETIMES
- 4 OFTEN
- 5 ALWAYS

NOW JUST A COUPLE OF DETAILS ABOUT YOURSELF FOR ANALYSIS PURPOSES...

34. Record gender: S

- 1 Male
- 2 Female

35. Record age? S

- 1 18-24 years
- 2 25 to 34 years
- 3 35 to 44 years
- 4 45 to 54 years
- 5 55 to 64 years
- 6 65 to 74 years
- 7 75 years and over
- 8 Refused

36. WHICH OF THE FOLLOWING BEST DESCRIBES WHAT YOU DO? S –Show Card

- 1 WORK FULL TIME
- 2 WORK PART TIME
- 3 HOME DUTIES
- 4 UNEMPLOYED
- 5 RETIRED
- 6 STUDENT
- 7 NOT WORKING BECAUSE OF DISABILITY, WORKCOVER, INVALID.
- 8 Other **[specify]**
- 9 REFUSED

37. INCLUDING YOURSELF HOW MANY PEOPLE AGED 16 AND OVER LIVE IN YOUR HOUSEHOLD S?

- 1 **[specify number]**
- 2 Refused
- 3 Don't know

38. HOW MANY CHILDREN UNDER 16 YEARS OLD LIVE IN YOUR HOUSEHOLD S?

- 1 **[specify number]**
- 2 Refused
- 3 Don't know

39. WHAT IS YOUR MARITAL STATUS? S –Show Card

- | | |
|---|------------------------|
| 1 | MARRIED |
| 2 | LIVING WITH A PARTNER |
| 3 | SEPARATED |
| 4 | DIVORCED |
| 5 | WIDOWED |
| 6 | NEVER MARRIED |
| 7 | Other [specify] |
| 8 | REFUSED |

40. WHAT IS YOUR CULTURAL BACKGROUND S?**Go to Q41**

- | | |
|----|--|
| 1 | Australian |
| 2 | Austria |
| 3 | Bosnia-Herzegovina |
| 4 | Canada |
| 5 | China |
| 6 | Croatia |
| 7 | France |
| 8 | Germany |
| 9 | Greece |
| 10 | Holland/Netherlands |
| 11 | Hong Kong |
| 12 | Iran |
| 13 | Italy |
| 14 | India |
| 15 | Japan |
| 16 | Malaysia |
| 17 | New Zealand |
| 18 | Philippines |
| 19 | Poland |
| 20 | Slovenia |
| 21 | Spain |
| 22 | Sri Lanka |
| 23 | Sudan |
| 24 | UK and Ireland |
| 25 | USA |
| 26 | Vietnam |
| 27 | Former Yugoslav Republic of
Macedonia |
| 28 | Former Yugoslav Republics of Serbia |

and Montenegro

29 African country **[specify]**30 Other **[specify]**

41. DO YOU CONSIDER YOURSELF AN ABORIGINAL/TORRES STRAIT ISLANDER? S

- 1 Yes
- 2 No
- 3 Refused

42. WHAT IS YOUR POSTCODE?

1 **[specify]**

2 refused

43. Venue? S

- 1 Venue 2
- 2 Venue 1

44. .WOULD YOU BE INTERESTED IN PARTICIPATING IN FURTHER RESEARCH ON THIS TOPIC IF REQUIRED? If yes - ensure name, email, phone number and postcode recorded below. If necessary say: YOUR DETAILS WILL REMAIN CONFIDENTIAL.

1 Yes **[specify email]**

2 No

FOR VALIDATION PURPOSES BY MY SUPERVISOR, COULD I JUST ASK YOUR FIRST NAME AND GET A CONTACT PHONE NUMBER AND OR EMAIL PLEASE.

Name

Phone

Email

For those who wanted to know who the research is being conducted for:

Square Holes has been contracted by the South Australian Department of Treasury and Finance to undertake the research study for the Responsible Gambling Working Party. The Working Party provides advice to the Minister responsible for gambling about strategies that assist patrons with their commitments about their level of gaming machine play.

Interviewer Id _____

Printer receipt trial Staff Survey [P/N111002]

Legend

Responses in lowercase are unprompted	TEXT AND RESPONSES IN UPPERCASE ARE READ OUT	Text in bold lowercase are interviewer instructions
---------------------------------------	--	--

GOOD AFTERNOON/EVENING. MY NAME IS FROM SQUARE HOLES [A SOUTH AUSTRALIAN BASED RESEARCH COMPANY]. WE ARE CONDUCTING A RESEARCH STUDY IN RELATION TO AN INITIATIVE FOR POKIE PLAYERS THAT IS BEING TRIALLED IN THIS VENUE. WE HAVE BEEN INTERVIEWING PATRONS AND WOULD ALSO LIKE TO INTERVIEW VENUE STAFF I APPRECIATE YOUR ASSISTANCE. THE INTERVIEW IS QUITE SIMPLE, AND WILL ONLY TAKE AROUND 10 MINUTES TO COMPLETE.

If necessary say:

- ☐ IF NOW IS NOT A GOOD TIME CAN I ARRANGE TO SPEAK TO YOU WHEN CONVENIENT.
- ☐ WE ARE NOT SELLING ANYTHING. THE INTERVIEW WILL BE FOR RESEARCH PURPOSES ONLY AND WE HAVE STRICT INDUSTRY GUIDELINES TO PROTECT YOUR PRIVACY.
- ☐ YOUR RESPONSES WILL REMAIN CONFIDENTIAL. YOUR ANSWERS WILL BE STORED IN A DATA-FILE SEPARATE TO YOUR PERSONAL DETAILS. WE ARE MORE INTERESTED IN THE PERCENTAGE OF PEOPLE WITH PARTICULAR OPINIONS.
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- ☐ I CANNOT TELL YOU THE NAME OF OUR CLIENT AT THIS STAGE AS IT MAY INFLUENCE THE ANSWERS YOU GIVE. HOWEVER, I CAN SAY THAT THE ORGANISATION IS WELL-KNOWN AND HIGHLY REPUTABLE. I CAN REVEAL THE ORGANISATION'S NAME AT THE END OF THE INTERVIEW.

Record ...Time_____ Date_____

1. ARE YOU AWARE OF THE CURRENT PRINTER RECEIPT TRIAL BEING CONDUCTED IN THIS VENUE?

S

- | | |
|---|------------|
| 1 | Yes |
| 2 | No |
| 3 | Don't know |

**Read
following
description**

THIS VENUE IS CURRENTLY PARTICIPATING IN A TRIAL INVOLVING PROVIDING GAMING PATRONS WITH A PRINTED RECEIPT WHEN EXCHANGING CASH FOR COINS AT BOTH THE COIN MACHINE AND THE CASHIER.

2. FROM YOUR OBSERVATION HOW OFTEN DO PATRONS KEEP THE PRINTER RECEIPT? S

- 1 Always
- 2 Most of the time
- 3 About half the time
- 4 Not very often
- 5 Never
- 6 Don't know

7 Other **[Specify]**

3. COULD YOU ESTIMATE THE PERCENTAGE OF PATRONS KEEPING THE PRINTER RECEIPT?

[specify]

4. CAN YOU RECALL ANY INITIAL REACTIONS/ COMMENTS FROM PATRONS WHEN THEY RECEIVED A PRINTER RECEIPT?

[specify]

5. DID YOU NOTICE ANY CHANGE IN PATRON INTERACTION WITH THE PRINTER RECEIPTS OVER THE TRIAL?

[specify]

6. FROM YOUR OBSERVATION WHAT DID PATRONS TYPICALLY DO WITH THE PRINTER RECIEPTS? M

- 1 Placed in handbag, wallet or pocket
- 2 Looked at it and then put in bin
- 3 Put straight in bin
- 4 Left on table
- 5 Don't know

6 Other **[Specify]**

7. CAN YOU THINK OF ANY BENEFITS TO THE VENUE IN ISSUING RECEIPTS FOR GAMING COIN? **[probe]** IS THERE ANYTHING ELSE?

[specify]

8. HAVE YOU OBSERVED ANY ISSUES FOR THE VENUE IN PROVIDING PATRON'S WITH RECEIPTS FOR GAMING COIN? **[probe]** IS THERE ANYTHING ELSE?

[specify]

9. WHAT ARE THE CHALLENGES/ IF ANY IN TERMS OF YOUR WORKLOAD IN ISSUING RECEIPTS FOR GAMING COIN? **[probe]** IS THERE ANYTHING ELSE?

[specify]

10. IF PRINTED RECIEPTS FOR GAMING COIN WERE INTRODUCED DO YOU ANTICIPATE EXTRA COSTS TO THE VENUE? **S**

Ask Q11

Go to Q12

Go to Q12

Go to Q12

1 Yes

2 No

3 Don't know

4 Other **[Specify]**

Only display for those who coded 1 [yes] in Q10

11. WHAT DO YOU THINK THESE COSTS WOULD BE? [If necessary prompt financial or resources]

[specify]

12. DO YOU CONSIDER THESE COSTS TO BE ONLY AT IMPLEMENTATION OR ONGOING? **S**

- 1 Implementation
- 2 Ongoing
- 3 Don't know
- 4 Other **[Specify]**

13. FROM YOUR KNOWLEDGE OF YOUR PATRONS IF PRINTED RECIEPTS FOR GAMING COIN WERE TO BE INTRODUCED HOW BEST COULD THE INTRODUCTION BE PROMOTED WITHIN THE VENUE?

[specify]

14. DO YOU HAVE ANY OTHER COMMENTS TO MAKE WITH REGARD TO THE PRINTER RECEIPT TRIAL?

[specify]

NOW JUST A COUPLE OF DETAILS ABOUT YOURSELF FOR ANALYSIS PURPOSES...

15. Record gender: S

- 1 Male
- 2 Female

16. Record Age: S

- 1 18-24 years
- 2 25 to 34 years
- 3 35 to 44 years
- 4 45 to 54 years
- 5 55 to 64 years
- 6 65 to 74 years
- 7 75 years and over
- 8 Refused

17. WHICH OF THE FOLLOWING BEST DESCRIBES YOUR EMPLOYMENT? S

- 1 WORK FULL TIME
- 2 WORK PART TIME
- 3 CASUAL
- 4 BUSINESS OWNER
- 5 Other **[specify]**
- 6 REFUSED

18. WHAT ARE YOUR MAIN RESPONSIBILITIES? M

- 1 Bar
- 2 Restaurant
- 3 Kitchen
- 4 Gaming
- 5 Bottle shop
- 6 Management
- 7 All areas of the hotel
- 8 Other **[specify]**
- 9 Refused

19. Venue? S

- 1 Venue 2
- 2 Venue 1

20. WOULD YOU BE INTERESTED IN PARTICIPATING IN FURTHER RESEARCH ON THIS TOPIC IF REQUIRED? If yes - ensure name, email, phone number and postcode recorded below. If necessary say: YOUR DETAILS WILL REMAIN CONFIDENTIAL.

- | | |
|---|----------------------------|
| 1 | Yes [specify email] |
| 2 | No |

FOR VALIDATION PURPOSES BY MY SUPERVISOR, COULD I JUST ASK YOUR FIRST NAME AND GET A CONTACT PHONE NUMBER AND OR EMAIL PLEASE.

Name	
Phone	
Email	

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Interviewer Id_____

Observation sheets

Notes

PAM.

Venue:

Venue 1

Date:

3/2/12. - FRIDAY

Time:

12.05

NO-ONE IN POKIE ROOM WHEN I ARRIVED.

12.39 SOMEONE USED MACHINE BUT DID NOT PLAY THE POKIES.

1.25 WOMAN PLAYED POKIES BUT DID NOT CHANGE MONEY AT BAR OR MACHINE.

1.45 STILL NO ACTIVITY IN POKIE ROOM.

2.00 SOMEONE WENT INTO THE POKIE ROOM TO TALK ON MOBILE AS IT IS QUIET - HE DID CHANGE SOME MONEY AFTERWARDS & PUT IN A FEW COINS IN THE MACHINE. HE WENT TO FINISH HIS LUNCH & HOPEFULLY WILL DO SURVEY LATER.

3.10 I (DAN.)

3.30 NO-ONE IN POKIE ROOM SO I LEFT.

Notes

Venue: Venue 2

Date: 20/2/20 Monday

Time: 3.00pm - 1 person entered Pokie Room. 3.30pm (I)
One other in Pokie Room - 3.55pm came out
& refused was in a hurry. - 4-50pm 2 in Pokie Room
Hardly anyone in bar except a couple of regulars.
One came out 4.55pm Refused & made a comment
Said hopeless waste of trees - other one had
already done survey - 5.20pm - 1 in Pokie Room - 5.30pm (I)
5.30pm DEAD - 1 ^{HAD TEN} PLAYING @ 6pm was not from
SA only visiting. 6.15pm 1 person entered in Pokie Room
Cashier money behind bar - meantime another person
entered Pokie Room. Both been interviewed by.
6.55pm One in Pokie Room 8.55pm Couple in Pokie Room
8.00pm (I) - 8-15pm Staff (I)

4