

**APPENDIX A**  
**NATIONAL TELEPHONE SURVEY QUESTIONNAIRE**

"Good Afternoon/Evening. My name is \_ [Q0IV] \_ from (market research company) and at the moment we are talking to people around Australia who are 18 years or older about various venues where gambling and other leisure activities may be conducted.

May I speak to the person in this household, who is 18 years or older and whose birthdate is closest to today's date. \_ IF NECESSARY, ARRANGE TIME FOR CALL-BACK \_

\_ IF LOOKING FOR QUOTA: \_ May I speak to the (..man/woman..) in this household, who is 18 years or older and whose birthdate is closest to today's date. \_ IF NECESSARY, ARRANGE TIME FOR CALL-BACK

\_

\_ PROCEED WITH SELECTED RESPONDENT \_

This is a National study conducted on behalf of Southern Cross University and your responses will remain anonymous and confidential."

BLANK

Q99CONT

"CONTINUE?"

START

FAIL "QUOTA FULL - Thank you but unfortunately our quota is now full. Thank you for your time anyway."

Q99LOC LOCATION

1. SYDNEY
2. OTHER NSW
3. MELBOURNE
4. OTHER VIC
5. BRISBANE
6. OTHER QLD
7. ADELAIDE
8. OTHER SA
9. PERTH
10. OTHER WA
11. HOBART
12. OTHER TAS
13. DARWIN
14. OTHER NT
15. CANBERRA

USE Q0LOC

AUTO

CHECK 101-115

ABORT "QUOTA FULL IN STATE"

\*SECTION A:

\*ALL RESPONDENTS

Q1A1 TYPE OF GAMBLING

"In order to determine which questions we need to ask you, first of all we need to understand how often you may, or may not, have been involved in various types of gambling activities in the last 12 months...that is, since this time last year."

RND

1. GAMING MACHINES
2. KENO
3. CASINO TABLE GAMES (NOT INCLUDING ON THE INTERNET)

FOR

Q1A FREQUENCY OF GAMBLING

"QA1 DURING THE LAST 12 MONTHS, how often did you gamble on..

\_ [Q1AL] \_

\_ IF NECESSARY: \_ Would it have been.. \_ READ OUT SCALE \_"

1. At least once a day
2. Several days a week
3. About once a week
4. About once a fortnight
5. About once a month
6. Once every two or three months
7. Three or four times in the last 12 months
8. Once or twice in the last 12 months
9. Not in the last 12 months
10. Never
11. (Don't know/Can't say)

Q2AL TYPE OF GAMBLING

RND

1. HORSE OR GREYHOUND RACING
2. SPORTS BETTING

FOR

Q2A NUMBER OF DAYS GAMBLE

"QA2 During the last 12 months, how many days did you gamble on..

\_ [Q2AL] \_

\_ IF NECESSARY: \_ Would it have been.. \_ READ OUT SCALE \_?"

SEE Q1A

Q99GM FREQUENCY OF USING GAMING MACHINES

Q99KE FREQUENCY OF PLAYING KENO

Q99CT FREQUENCY OF PLAYING CASINO TABLE GAMES

Q99HO FREQUENCY OF HORSE OR GREYHOUND RACES

Q99SP FREQUENCY OF GAMBLING ON SPORTING EVENTS

Q99T TOTAL GAMBLING

=Q99GM+Q99KE+Q99CT+Q99HO+Q99SP

IF 0 Q99T SKIP Q99END

Q3A VENUE GAMBLED AT MOST FREQUENTLY

"QA3 DURING THE LAST 12 MONTHS, at which ONE of these venues have you gambled at most frequently?"

\_ READ OUT. RECORD ONE RESPONSE ONLY \_"

1. Hotel
2. Club
3. Casino
4. At a racecourse
5. At a stand-alone TAB agency (not in a hotel, club, casino or racecourse)
6. Or, have you not gambled at any of these venues in the last 12 months

IF 6 Q3A SKIP Q99END

Q99KWO QUOTA

1. REGULAR GAMBLERS
2. NON-REGULAR GAMBLERS

USE 1 IF >=52 Q99T

USE 2 IF 1-51 Q99T

AUTO

CHECK

GO Q99KK

Q99KK QUOTA

"INTEVIEWER NOTE: THIS PERSON FALLS INTO THE \_ [Q99KWO] \_ QUOTA

\_ THIS IS JUST FOR YOUR KNOWLEDGE ONLY - DO NOT DISCLOSE THE ABOVE TO THE RESPONDENT \_"

BLANK

Q5A GENDER

"QA5 RECORD GENDER"

1. Male
2. Female

Q99KKK QUOTA CHECK

Q4A AGE

"QA4 To make sure we have got a good cross-section of the population can you tell me into which of these age groups you fall.

\_ READ OUT \_"

1. 18 to 19 years
2. 20 to 24 years
3. 25 to 29 years
4. 30 to 34 years
5. 35 to 39 years
6. 40 to 44 years
7. 45 to 49 years
8. 50 to 54 years
9. 55 to 59 years
10. 60 to 64 years
11. 65 to 69 years
12. 70 years or more

13. (Refused/Not established - do not accept too easily)

Q6A POSTCODE

"QA6 And what is your postcode here?

\_ RECORD D FOR DON'T KNOW/ R FOR REFUSED \_ "

WIDTH=4

NUM 0-9999

IF "D" OR "R" Q6A SKIP Q6AA

SKIP Q1BT

Q6AA SUBURB/STATE

EDIT

"Q6AA Well, in what suburb and state do you live.

Suburb: \_ [Q99SUB.....] \_

State: \_ [Q99STA.....]"

GO Q1BT

Q99SUB SUBURB

Q99STA STATE

\*SECTION B

\*FOR RESPONDENTS WHO NOMINATED HOTEL OR CLUB OR CASINO AT A3

Q1BT TIME STAMP FOR SECTION A

=TSTAMP

Q1BJMP

=0

IF NOT 1-3 Q3A SKIP Q1CJMP

Q1BINT

"B1 I am now going to ask you about important features of gaming venues, such as hotels, clubs or casinos, that may influence where you decide to gamble. To do this, I am going to ask how strongly you agree or disagree with a series of statements. If you agree with a statement we want to know if you 'Agree' or 'Strongly Agree'. If you disagree with a statement we want to know if you 'Disagree' or 'Strongly Disagree'. There are no right or wrong answers, all we want is your opinion.

\_ IF NECESSARY: \_ If you have a pen and paper handy you might make a note of this scale.

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree.

\_ PRESS ENTER TO CONTINUE \_ "

BLANK

Q1BL STATEMENTS

"The first set of statements is about the importance of the location of a gambling venue when you choose where to gamble.."

1. the venue is located near to where you live.
2. the venue is located near to where you work or study.

3. the venue is located near to where you shop, bank or use other services.
4. the venue is located near to other gambling, entertainment or restaurant venues you visit.
5. the venue is easy to get to by public transport.
6. the venue is easy to get to by private car.
7. the venue provides transport (courtesy bus).
8. the venue's surrounding streetscape is attractive.
9. the venue has an eye-catching external appearance.
10. the venue has extended opening hours.

FOR EACH

Q1B AGREEMENT RATING

"QB1 How strongly do you agree or disagree that it is important

\_ [Q1BL] \_"

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree
5. (Don't know/Can't say - do not read out and do not accept too easily)

Q2BL FEATURES

"Our next set is about the importance of internal features of a gambling venue when you choose where to gamble.."

1. the venue has gaming machines.
2. the venue has TAB betting facilities.
3. the venue has Keno facilities.
4. the venue has table games (e.g., blackjack, roulette).
5. the venue has separate rooms for different gambling activities.
6. the venue has a separate gambling area for premium players.
7. the venue has gambling facilities in the smoking area.
8. that it is easy to access an ATM in the venue.
9. the venue has adequate gambling facilities so you don't have to wait.
10. you can gamble privately in the venue without feeling watched.
11. you can easily find comfortable seating in the venue when gambling.
12. the venue feels safe and secure.
13. the venue is a good place to socialise with other people.
14. the venue has a lively atmosphere.
15. the venue is not too noisy.
16. the venue is not too crowded.

FOR EACH

Q2B AGREEMENT RATING

"QB2 How strongly do you agree or disagree that it is important...

\_ [Q2BL] \_"

SEE Q1B

Q3BL VENUE HOSPITALITY STATEMENTS

"Our next set is about the importance of venue hospitality when you choose where to gamble..."

1. the venue has a wide range of bar and dining facilities.
2. the venue has a wide range of non-gambling entertainment activities.
3. the venue provides discounted food and beverage prices.
4. the venue provides discounted non-gambling entertainment activities.
5. the venue's entry or membership prices are reasonable.

6. free refreshments are readily available in the venue (e.g. coffee, soft drinks, bar snacks).
7. the venue's staff provide good service.
8. the venue's staff recognise you.
9. you are not interrupted at the venue whilst gambling.
10. the venue has good membership draws.
11. the venue has good prize draws.
12. the venue has a generous reward or loyalty program.

FOR EACH

Q3B AGREEMENT RATING

"Q3B How strongly do you agree or disagree that it is important..

\_ [Q3BL] \_"

SEE Q1B

Q4BL VENUE ADVERTISING STATEMENTS

"Our next set is about the importance of venue advertising when you choose where to gamble..."

1. the venue conducts external advertising.
2. the venue has a high profile in the community.
3. the venue keeps you informed about what's on at the venue.

FOR EACH

Q4B AGREEMENT RATING

"Q4B How strongly do you agree or disagree that it is important..

\_ [Q4BL] \_"

SEE Q1B

IF 0 Q99GM SKIP Q1CT

Q5BL GAMING MACHINE STATEMENTS

"Our next set is about the importance of a venue's gaming machine facilities when you choose where to gamble..."

1. the venue has a large number of gaming machines.
2. the layout of gaming machines in the venue allows privacy.
3. the venue has a Las Vegas type atmosphere.
4. the venue has your favourite gaming machines.
5. the venue has linked jackpots.
6. the venue's gaming machines offer bonus features.
7. the venue has low denomination machines available.

FOR EACH

Q5B AGREEMENT RATING

"Q5B How strongly do you agree or disagree that it is important..

\_ [Q5BL] \_"

SEE Q1B

Q1CT TIME STAMP SECTION B

=TSTAMP

SKIP Q1EJMP

Q1CJMP

=0

IF NOT 5 Q3A SKIP Q1DJMP

Q1CINT

"QC1 I am now going to ask you about important features of standalone TAB's, when you decide where to gamble. To do this, I am going to ask how strongly you agree or disagree with a series of statements. If you agree with a statement we want to know if you 'Agree' or 'Strongly Agree'. If you disagree with a statement we want to know if you 'Disagree' or 'Strongly Disagree'. There are no right or wrong answers, all we want is your opinion.

\_ IF NECESSARY: \_ If you have a pen and paper handy you might make a note of this scale.

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

\_ PRESS ENTER TO CONTINUE \_"

BLANK

Q1CL STATEMENTS

"The first set of statements is about the importance of the location of a standalone TAB agency when you choose where to gamble.."

1. the TAB is located near to where you live.
2. the TAB is located near to where you work or study.
3. the TAB is located near to where you shop, bank or use other services.
4. the TAB is located near to other gambling, entertainment or restaurant venues you visit.
5. the TAB is easy to get to by public transport.
6. the TAB is easy to get to by private car.
7. the TAB provides transport (courtesy bus).
8. the TAB's surrounding streetscape is attractive.
9. the TAB has an eye-catching external appearance.
10. the TAB has extended opening hours.
11. that there is easy access to an ATM near the TAB.

FOR

Q1C AGREEMENT RATING

"QC1 How strongly do you agree or disagree that it is important...

\_ [Q1CL] \_"

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree
5. (Don't know/Can't say - do not read out and do not accept too easily)

Q2CL FEATURES

"Our next set is about the importance of the internal features of a standalone TAB agency when you choose where to gamble..."

1. the TAB has adequate betting facilities so you don't have to wait.
2. you can bet privately at the TAB without feeling watched.
3. that you can easily find comfortable seating in the TAB when gambling.



4. the TAB feels safe and secure.
5. the TAB is a good place to socialise with other people.
6. the TAB has a lively atmosphere.
7. the TAB is not too noisy.
8. the TAB is not too crowded.

FOR

Q2C AGREEMENT RATING

"QC2 How strongly do you agree or disagree that it is important..

\_ [Q2CL] \_"

SEE Q1C

Q3CL STATEMENTS

"Our next set is about the importance of the hospitality at a standalone TAB when you choose where to gamble..."

1. the TAB's staff provide good service.
2. the TAB's staff recognise you.
3. you are not interrupted whilst gambling at the TAB.

FOR EACH

Q3C AGREEMENT RATING

"QC3 How strongly do you agree or disagree that it is important..

\_ [Q3CL] \_"

SEE Q1C

Q4CL STATEMENTS

"Our next set is about the importance of the standalone TAB agency's advertising when you choose where to gamble..."

1. the TAB conducts external advertising.
2. the TAB has a high profile in the community.
3. the TAB keeps you informed about what's on at the venue.

FOR EACH

Q4C AGREEMENT RATING

"QC4 How strongly do you agree or disagree that it is important..

\_ [Q4CL] \_"

SEE Q1C

Q4CT TIME STAMP SECTION C

=TSTAMP

SKIP Q1FJMP

\*SECTION D

\*FOR RESPONDENTS WHO NOMINATED RACECOURSES AT A3

Q1DJMP

=0

IF NOT 4 Q3A SKIP Q1EJMP

Q1DINT

"QD1 I am now going to ask you about important features of racecourses, when you decide where to gamble. To do this, I am going to ask how strongly you agree or disagree with a series of statements. If you agree with a statement we want to know if you 'Agree' or 'Strongly Agree'. If you disagree with a statement we want to know if you 'Disagree' or 'Strongly Disagree'. There are no right or wrong answers, all we want is your opinion.

\_ IF NECESSARY: \_ If you have a pen and paper handy you might make a note of this scale

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

\_ PRESS ENTER TO CONTINUE \_ "

BLANK

Q1DL STATEMENTS

"The first set of statements is about the importance of the location of a racecourse when you choose where to gamble..."

1. the racecourse is located near to where you live.
2. the racecourse is located near to where you work or study.
3. the racecourse is located near to where you shop, bank or use other services.
4. the racecourse is located near to other gambling, entertainment or restaurant venues you visit.
5. the racecourse is easy to get to by public transport.
6. the racecourse is easy to get to by private car.
7. the racecourse provides transport (courtesy bus).
8. the racecourse's surrounding streetscape is attractive.
9. the racecourse has an eye-catching external appearance.
10. the racecourse has extended opening hours.

FOR EACH

Q1D AGREEMENT RATING

"QD1 How strongly do you agree or disagree that it is important..

\_ [Q1DL] \_ "

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree
5. (Don't know/Can't say - do not read out & do not accept too easily)

Q2DL INTERNAL FEATURES OF RACECOURSE

"Our next set is about the importance of the internal features of a racecourse when you choose where to gamble..."

1. the racecourse has betting facilities in the smoking area.
2. that it is easy to access an ATM at the racecourse.
3. the racecourse has adequate betting facilities so you don't have to wait.
4. you can bet privately at the racecourse without feeling watched.
5. you can easily find comfortable seating at the racecourse when gambling.
6. the racecourse feels safe and secure.
7. the racecourse is a good place to socialise with other people.
8. the racecourse has a lively atmosphere.
9. the racecourse is not too noisy.

10. the racecourse is not too crowded.

FOR EACH

Q2D AGREEMENT RATING

"QD2 How strongly do you agree or disagree that it is important..

\_ [Q2DL] \_"

SEE Q1D

Q3DL HOSPITALITY STATEMENTS

"Our next set is about the importance of hospitality at a racecourse when you choose where to gamble..."

1. the racecourse has a wide range of bar and dining facilities.
2. the racecourse has a wide range of non-gambling entertainment activities.
3. the racecourse provides discounted food and beverage prices.
4. the racecourse provides discounted non-gambling entertainment activities.
5. the racecourse's entry or membership prices are reasonable.
6. free refreshments are readily available at the racecourse (e.g. coffee, soft drinks, bar snacks).
7. the staff at the racecourse provide good service.
8. the staff at the racecourse recognise you.
9. you are not interrupted whilst gambling at the racecourse.
10. the racecourse has good membership benefits.

FOR EACH

Q3D AGREEMENTS RATING

"QD3 How strongly do you agree or disagree that it is important..

\_ [Q3DL] \_"

SEE Q1D

Q4DL RACECOURSE ADVERTISING STATEMENTS

"Our next set is about the importance of racecourse advertising when you choose where to gamble..."

1. the racecourse conducts external advertising.
2. the racecourse has a high profile in the community.
3. the racecourse keeps you informed about what's on at the venue.

FOR EACH

Q4D AGREEMENT RATING

"QD4 How strongly do you agree or disagree that it is important..."

\_ [Q4DL] \_"

SEE Q1D

Q4DT TIME STAMP SECTION D

=TSTAMP

SKIP Q1GJMP

\*SECTION E

\*FOR ALL RESPONDENTS WHO COMPLETED SECTION B

\*(ie Respondents who said either 'Hotel', 'Club', or 'Casino' at A3)

Q1EJMP  
=0

IF NOT 1-3 Q3A SKIP Q1FJMP

Q1E LOCATION OF VENUE

"QE1 I'm now going to ask you some questions about the specific venue you go to most often to gamble.

Earlier, you said this venue was a \_ [Q3A] \_"

EDIT

"

Can you please tell me where this venue is located.

\_ RECORD EITHER 'SUBURB AND STATE' OR 'POSTCODE' \_

SUBURB: \_ [Q1ESUB.....] \_

AND

STATE: \_ [Q1ESTA.....] \_

OR

POSTCODE: \_ [Q1EPOST....] \_"

BLANK

GO Q2E

Q1ESUB VENUE'S SUBURB

Q1ESTA VENUE'S STATE

Q1EPOST POSTCODE

Q2E KILOMETRES FROM VENUE

"QE2 About how many kilometres is this venue from where you live?

\_ IF NECESSARY: \_ Would that be.. \_ READ OUT CODES 1-5 ONLY \_"

1. Less than 2.5 kms
2. Between 2.5 and 5 kms
3. Between 5 and 10 kms
4. Between 10 and 20 kms
5. Over 20 kms
6. (Don't Know/Can't say)

Q3E METHOD OF TRAVEL TO VENUE

"QE3 How do you usually get to this venue?"

1. By private car
2. By public transport
3. By a venue courtesy bus
4. Walk or cycle
5. Other (Specify Q3EOTH)
6. (Don't Know/Can't say)

GO Q4E

Q3EOTH OTHER METHOD OF TRAVEL TO VENUE

Q4E DAYS PER MONTH GAMBLE AT VENUE

"QE4 During the last 12 months how many days per month, on average, did you gamble at this venue?"

\_ RECORD DAYS PER MONTH BELOW \_

\_ RECORD D FOR DON'T KNOW/R FOR REFUSED. DO NOT ACCEPT EASILY \_"

NUM 1-31  
WIDTH=2

Q5EA VENUE HAVE GAMING MACHINES  
"QE5A Does this venue have gaming machines?"

1. Yes
2. No
3. (Don't know/Can't say)

IF 2-3 Q5EA SKIP Q6EA

Q5EB MONEY SPENT ON GAMING MACHINES  
"QE5B In the last 12 months, how much money, not including winnings, did you spend on gaming machines at this venue in a typical month?"

\_ RECORD DOLLAR VALUE BELOW \_  
\_ RECORD D FOR DON'T KNOW/R FOR REFUSED. DO NOT ACCEPT EASILY \_ "

NUM

Q5EC  
EDIT

"QE5C And, in the last 12 months, how much time have you normally spent each time you have gambled on gaming machines at this venue?"

\_ RECORD HOURS AND MINUTES BELOW \_  
\_ RECORD D FOR DON'T KNOW/R FOR REFUSED. DO NOT ACCEPT EASILY \_ "

HOURS: \_ [Q5ECHRS.....] \_  
AND  
MINUTES: \_ [Q5ECMIN.....] \_ "

GO Q6EA

Q5ECHRS HOURS SPENT GAMBLING ON GAMING MACHINES AT VENUE  
Q5ECMIN MINUTES SPENT GAMBLING ON GAMING MACHINES AT VENUE

NUM 0-59

Q6EA VENUE HAVE CASINO TABLE GAMES  
"Q6EA Does this venue have Casino table games?"

1. Yes
2. No
3. (Don't know/Can't say)

IF 2-3 Q6EA SKIP Q7EA

Q6EB AMOUNT SPENT OF CASINO TABLES AT VENUE IN A TYPICAL MONTH  
"Q6EB In the last 12 months, how much money, not including winnings, did you spend on table games at this venue in a typical month?"

\_ RECORD DOLLAR VALUE BELOW \_  
\_ RECORD D FOR DON'T KNOW/R FOR REFUSED. DO NOT ACCEPT EASILY \_ "

NUM

Q6EC

EDIT

"Q6EC And, in the last 12 months, how much time have you normally spent each time you have gambled on table games at this venue?

\_ RECORD HOURS AND/OR MINUTES BELOW \_  
\_ RECORD D FOR DON'T KNOW/R FOR REFUSED. DO NOT ACCEPT EASILY \_

HOURS: \_ [Q6ECHRS.....] \_  
MINUTES: \_ [Q6ECMIN.....] \_ "

GO Q7EA

Q6ECHRS HOURS SPENT GAMBLING ON TABLE GAMES AT VENUE  
Q6ECMIN MINUTES SPENT GAMBLING ON TABLE GAMES AT VENUE

NUM 0-59

Q7EA VENUE HAVE KENO FACILITIES

"Q7EA Does this venue have Keno facilities?"

1. Yes
2. No
3. (Don't Know/Can't say)

IF 2-3 Q7EA SKIP Q8EA

Q7EB AMOUNT SPENT ON KENO AT VENUE IN A TYPICAL MONTH

"Q7EB In the last 12 months, how much money, not including winnings, did you spend on Keno at this venue in a typical month.

\_ RECORD DOLLAR VALUE BELOW \_  
\_ RECORD D FOR DON'T KNOW/R FOR REFUSED. DO NOT ACCEPT EASILY \_ "

NUM

Q8EA VENUE HAVE TAB FACILITIES

"Q8EA Does this venue have TAB facilities?"

1. Yes
2. No
3. (Don't Know/Can't say)

IF 2-3 Q8EA SKIP Q9EINT

Q8EB AMOUNT SPENT ON TAB BETTING AT VENUE IN A TYPICAL MONTH

"Q8EB In the last 12 months, how much money, not including winnings, did you spend on TAB betting at this venue in a typical month.

\_ RECORD DOLLAR VALUE BELOW \_  
\_ RECORD D FOR DON'T KNOW/R FOR REFUSED. DO NOT ACCEPT EASILY \_ "

NUM

Q9EINT

"QE9 I am now going to ask you about the features of this gaming venue. To do this, I am going to ask you how strongly you agree or disagree with a series of statements. If you agree with a statement we want to know if you 'Agree' or 'Strongly Agree'. If you disagree with a statement we want to know if you 'Disagree' or 'Strongly Disagree'. There are no 'right' or 'wrong' answers, all we want is your opinion.

1. Strongly Agree

2. Agree
3. Disagree
4. Strongly Disagree

\_ PRESS ENTER TO CONTINUE \_"  
BLANK

#### Q9EL STATEMENTS

"The first set of statements is about the location of this venue for you..."

1. it is the only local venue available for your preferred type of gambling.
2. it is located near to where you work or study.
3. it is located near to where you shop, bank or use other services.
4. it is located near to other gambling, entertainment or restaurant venues you visit.
5. it is easy to get to.
6. the surrounding streetscape is attractive.
7. it has an eye-catching external appearance.
8. it has extended opening hours.

FOR EACH

#### Q9E AGREEMENT RATING

"QE9 How strongly do you agree or disagree..

\_ [Q9EL] \_"

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree
5. (Don't Know/Can't Say)

#### Q10EL INTERNAL FEATURES

"Our next set is about the internal features of this venue..."

1. it has separate rooms for different gambling activities.
2. It has a separate gambling area for premium players.
3. It has gambling facilities in the smoking area.
4. It has easy access to an ATM.
5. it has adequate gambling facilities so you don't have to wait.
6. you can gamble privately without feeling watched.
7. you can easily find comfortable seating when gambling.
8. it feels safe and secure.
9. it is a good place to socialise with other people.
10. it has a lively atmosphere.
11. it is not too noisy.
12. it is not too crowded.

FOR EACH

#### Q10E AGREEMENT RATING

"QE10 How strongly do you agree or disagree..."

\_ [Q10EL] \_"

SEE Q9E

#### Q11EL HOSPITALITY FEATURES

"Our next set is about the hospitality features of this venue..."

1. it has a wide range of bar and dining facilities.
2. it has a wide range of non-gambling entertainment activities.
3. it provides discounted food and beverage prices.
4. it provides discounted non-gambling entertainment activities.
5. its entry or membership prices are reasonable.
6. free refreshments are readily available (e.g. coffee, soft drinks, bar snacks).
7. the staff provide good service.
8. the staff recognise you.
9. you are not interrupted whilst gambling.
10. it has good membership draws.
11. it has good prize draws.
12. it has a generous reward or loyalty program.

FOR

Q11E AGREEMENT RATING

"Q11E How strongly do you agree or disagree..."

\_[Q11EL] \_"

SEE Q9E

Q12EL VENUE ADVERTISING STATEMENTS

"Our next set is about the venue's advertising..."

1. it conducts external advertising.
2. It has a high profile in the community.
3. it keeps you informed about what's on at the venue.

FOR

Q12E AGREEMENT RATING

"Q12E How strongly do you agree or disagree..."

\_[Q12EL] \_"

SEE Q9E

IF 2-3 Q5EA SKIP Q1ET

Q13EL

"Our next set is about the venue's gaming machine facilities..."

1. it has a large number of gaming machines.
2. the layout of gaming machines allows privacy.
3. It has a Las Vegas type atmosphere.
4. it has your favourite gaming machines.
5. It has linked jackpots.
6. its gaming machines offer bonus features.
7. low denomination machines are available.

FOR EACH

Q13E AGREEMENT RATING

"QE13 How strongly do you agree or disagree"

\_[Q13EL] \_"

SEE Q9E



Q1ET TIME STAMP SECTION E

=TSTAMP

SKIP Q1HL

\*SECTION F

\*FOR ALL RESPONDENTS WHO COMPLETED SECTION C

\*(ie Respondents who said Standalone TAB at A3)

Q1FJMP

=0

IF NOT 5 Q3A SKIP Q1GJMP

Q1F LOCATION OF TAB VENUE

EDIT

"QF1 I'm now going to ask you some questions about the specific standalone TAB agency you go to most often to gamble.

Can you please tell me where this venue is located.

\_ RECORD EITHER 'SUBURB AND STATE' OR 'POSTCODE' \_

SUBURB: \_ [Q1FSUB.....] \_

AND

STATE: \_ [Q1FSTA.....] \_

OR

POSTCODE: \_ [Q1FPOST....] \_"

BLANK

GO Q2F

Q1FSUB VENUE'S SUBURB

Q1FSTA VENUE'S STATE

Q1FPOST POSTCODE

Q2F

"Q2F About how many kilometres is this venue from where you live.

\_ IF NECESSARY: \_ Would that be \_ READ OUT CODES 1-5 ONLY \_"

1. Less than 2.5 kms
2. Between 2.5 and 5 kms
3. Between 5 and 10 kms
4. Between 10 and 20 kms
5. Over 20 kms
6. (Don't Know/Can't say)

Q3F METHOD OF TRAVEL TO TAB VENUE

"QF3 How do you usually get to this venue?"

1. By private car
2. By public transport
3. By a venue courtesy bus
4. Walk or cycle
5. Other (Specify Q3FOTH)
6. (Don't Know/Can't say)

GO Q4F

Q3FOTH OTHER METHOD OF TRAVEL TO TAB VENUE

Q4F DAYS GAMBLER PER MONTH

"QF4 During the last 12 months how many days per month, on average, did you gamble at this venue.

\_ RECORD D FOR DON'T KNOW/R FOR REFUSED \_"

NUM 0-31

WIDTH=2

Q5F AMOUNT SPENT ON TAB BETTING

"QF5 In the last 12 months, how much money, not including winnings, did you spend on TAB betting at this venue in a typical month.

\_ RECORD DOLLAR VALUE BELOW \_"

\_ RECORD D FOR DON'T KNOW/R FOR REFUSED. DO NOT ACCEPT EASILY \_"

NUM

Q6FINT

"QF6 I am now going to ask you about the features of this gaming venue. To do this, I am going to ask you how strongly you agree or disagree with a series of statements. If you agree with a statement we want to know if you 'Agree' or 'Strongly Agree'. If you disagree with a statement we want to know if you 'Disagree' or 'Strongly Disagree'. There are no 'right' or 'wrong' answers, all we want is your opinion.

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

\_ PRESS ENTER TO CONTINUE \_"

BLANK

Q6FL STATEMENTS

"The first set of statements is about the location of this standalone TAB agency..."

1. it is located near to where you work or study.
2. it is located near to where you shop, bank or use other services.
3. it is located near to other gambling, entertainment or restaurant venues you visit.
4. it is easy to get to.
5. the surrounding streetscape is attractive.
6. it has an eye-catching external appearance.
7. it has extended opening hours.
8. It has easy access to an ATM.

FOR EACH

Q6F AGREEMENT RATING

"QF6 How strongly do you agree or disagree..."

\_ [Q6FL] \_"

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree
5. (Don't Know/Can't Say)

Q7FL FEATURES OF TAB AGENCY

"Our next set is about the internal features of this TAB agency..."

1. it has adequate betting facilities so you don't have to wait.
2. you can bet privately without feeling watched.
3. you can easily find comfortable seating when gambling.
4. it feels safe and secure.
5. it is a good place to socialise with other people.
6. it has a lively atmosphere.
7. it is not too noisy.
8. it is not too crowded.

FOR

Q7F AGREEMENT RATING

"Q7F How strongly do you agree or disagree..

\_ [Q7FL] \_"

SEE Q6F

Q8FL HOSPITALITY FEATURES OF TAB AGENCY

"Our next set is about the hospitality features of this TAB agency.."

1. the staff provide good service.
2. the staff recognise you.
3. you are not interrupted whilst gambling.

FOR

Q8F AGREEMENT RATING

"Q8F How strongly do you agree or disagree..

\_ [Q8FL] \_"

SEE Q6F

Q9FL VENUE ADVERTISING STATEMENTS

"Our next set is about the venues advertising...."

1. It conducts external advertising.
2. It has a high profile in the community.
3. it keeps you informed about what's on at the venue.

FOR

Q9F AGREEMENT RATING

"Q9F How strongly do you agree or disagree..

\_ [Q9FL] \_"

SEE Q6F

Q1FT TIME STAMP SECTION F

=TSTAMP

Q1GJMP

=0

\*SECTION G  
\*FOR ALL RESPONDENTS WHO COMPLETED SECTION D  
\*(ie Respondents who said Racecourses at A3)

IF NOT 4 Q3A SKIP Q1HL

Q1G LOCATION OF RACECOURSE

EDIT

"Q1G1 I'm now going to ask you some questions about the racecourse you go to most often.

Can you please tell me where this venue is located.

\_ RECORD EITHER 'SUBURB AND STATE' OR 'POSTCODE' \_

SUBURB: \_ [Q1GSUB.....] \_

AND

STATE: \_ [Q1GSTA.....] \_

OR

POSTCODE: \_ [Q1GPOST....] \_"

BLANK

GO Q2G

Q1GSUB RACECOURSE'S SUBURB

Q1GSTA RACECOURSE'S STATE

Q1GPOST RACECOURSE POSTCODE

NUM

Q2G KILOMETRES FROM RACECOURSE

"Q2G About how many kilometres is this venue from where you live.

\_ IF NECESSARY: \_ Would that be... \_ READ OUT CODES 1-5 ONLY \_"

1. Less than 2.5 kms
2. Between 2.5 and 5 kms
3. Between 5 and 10 kms
4. Between 10 and 20 kms
5. Over 20 kms
6. (Don't Know/Can't say)

Q3G METHOD OF TRAVEL TO RACECOURSE

"Q3G How do you usually get to this venue"

1. By private car
2. By public transport
3. By a venue courtesy bus
4. Walk or cycle
5. Other (Specify Q3GOTH)
6. (Don't Know/Can't say)

GO Q4G

Q3GOTH OTHER METHOD OF TRAVEL TO RACECOURSE

Q4G

"Q4G During the last 12 months how many days per month, on average, did you gamble at this venue.

\_ RECORD D FOR DON'T KNOW/R FOR REFUSED \_ "

NUM 0-31  
WIDTH=2

#### Q5G AMOUNT SPENT AT RACECOURSE

"Q5 In the last 12 months, how much money, not including winnings, did you spend on gambling at this venue in a typical month.

\_ RECORD DOLLAR VALUE BELOW \_

\_ RECORD D FOR DON'T KNOW/R FOR REFUSED. DO NOT ACCEPT EASILY \_ "

NUM

#### Q6INT

"Q6 I am now going to ask you about the features of this racecourse. To do this, I am going to ask you how strongly you agree or disagree with a series of statements. If you agree with a statement we want to know if you 'Agree' or 'Strongly Agree'. If you disagree with a statement we want to know if you 'Disagree' or 'Strongly Disagree'. There are no 'right' or 'wrong' answers, all we want is your opinion.

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree

\_ PRESS ENTER TO CONTINUE \_ "

BLANK

#### Q6GL STATEMENTS

"The first set of statements is about the location of this venue for you..."

1. it is located near to where you work or study.
2. it is located near to where you shop, bank or use other services.
3. it is located near to other gambling, entertainment or restaurant venues you visit.
4. it is easy to get to.
5. the surrounding streetscape is attractive.
6. It has an eye-catching external appearance.
7. it has extended opening hours.

FOR

#### Q6G AGREEMENT RATING

"Q6 How strongly do you agree or disagree..."

\_ [Q6GL] \_ "

1. Strongly Agree
2. Agree
3. Disagree
4. Strongly Disagree
5. (Don't Know/Can't Say)

#### Q7GL INTERNAL FEATURES OF RACECOURSE

"Our next set is about the internal features of this racecourse..."

1. It has gambling facilities in the smoking area.
2. It has easy access to an ATM.
3. it has adequate betting facilities so you don't have to wait.

4. you can bet privately without feeling watched.
5. you can easily find comfortable seating when gambling.
6. it feels safe and secure.
7. it is a good place to socialise with other people.
8. it has a lively atmosphere.
9. it is not too noisy.
10. it is not too crowded.

FOR

#### Q7G AGREEMENT RATING

"Q7G How strongly do you agree or disagree..

\_ [Q7GL] \_"

SEE Q6G

#### Q8GL HOSPITALITY FEATURES OF RACECOURSE

"Our next set is about the hospitality features of this racecourse..."

1. it has a wide range of bar and dining facilities.
2. it has a wide range of non-gambling entertainment activities.
3. it provides discounted food and beverage prices.
4. it provides discounted non-gambling entertainment activities.
5. its entry or membership prices are reasonable.
6. free refreshments are readily available (e.g. coffee, soft drinks, bar snacks).
7. the staff provide good service.
8. the staff recognise you.
9. you are not interrupted whilst gambling.
10. it has good membership benefits.

FOR

#### Q8G AGREEMENT RATING

"Q8G How strongly do you agree or disagree..."

\_ [Q8GL] \_"

SEE Q6G

#### Q9GL RACECOURSE ADVERTISING STATEMENTS

"Our next set is about the racecourse advertising..."

1. it conducts external advertising.
2. It has a high profile in the community.
3. it keeps you informed about what's on at the venue.

FOR

#### Q9G AGREEMENT RATING

"Q9G How strongly do you agree or disagree..."

\_ [Q9GL] \_"

SEE Q6G

#### Q9GT TIME STAMP SECTION G

=TSTAMP

\*ASK ALL

#### Q1HL STATEMENTS

"Just before we finish this survey we'd like to ask you a few questions about your gambling. Remember this is an anonymous survey, so please answer these questions as accurately as you can."

1. have you bet more than you could really afford to lose.
2. have you needed to gamble with larger amounts of money to get the same feeling of excitement.
3. have you gone back another day to try to win back the money you lost.
4. have you borrowed money or sold anything to get money to gamble.
5. have you felt that you might have a problem with gambling.
6. have people criticised your betting or told you that you had a gambling problem, regardless of whether or not you thought it was true.
7. how often have you felt guilty about the way you gamble, or what happens when you gamble.
8. has your gambling caused you any health problems, including stress or anxiety.
9. has your gambling caused any financial problems for you or your household.

FOR

#### Q1H FREQUENCY OF GAMBLING PROBLEMS

"QH1 Thinking about the past 12 months, how often

\_ [Q1HL] \_

Would you say \_ READ OUT CODES 1-4 ONLY \_"

1. Never
2. Sometimes
3. Most of the time, or
4. Almost always
5. (Don't Know/Can't say - do not accept too easily)

\*CLASSIFICATION

\*ALL RESPONDENTS

#### Q2H HOUSEHOLD STRUCTURE

"QH2 Finally, which of the following best describes your household.

\_ READ OUT CODES 1-6 ONLY \_"

1. Single person living alone
2. One parent family with children
3. Couple with children
4. Couple with no children
5. Group household
6. Other (specify Q2HOTH)
7. (Not established)

GO Q1HT

Q2HOTH OTHER HOUSEHOLD STRUCTURE

Q1HT TIME STAMP SECTION H

=TSTAMP

Q99END

"Thank-you that's the end of the interview. As this is University research it has been approved by the Southern Cross University Human Research Ethics Committee. Would you like to know more about this project or about services for people experiencing problems with their gambling.

\_ READ OUT IF WANTED: \_ The ethics approval number for this project is 08045 and the ethics officer is Sue Kelly. Her phone number is 02 6626 9139. There is a national gambling helpline that provides free and confidential counselling advice. Their number is 1800 858 858.

\_ READ TO ALL: \_ As part of quality control procedures, someone from (market research company) may wish to re-contact you to ask a couple of questions verifying some of the information we just collected. Can I confirm your phone number:

\_ [Q0PH] \_

Thanks again for your time, just to remind you, I am from (market research company). If you have any queries you can call the Chief Investigator of this project Professor Nerilee Hing on 02 6620 3928."