

ROTORUA RESIDENTS GAMBLING SURVEY 2017 - SUMMARY REPORT

PREPARED FOR
ROTORUA LAKES COUNCIL

BY
APR CONSULTANTS

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EXECUTIVE SUMMARY

In December 2016, Rotorua Lakes Council (RLC) contracted APR Consultants Ltd (APR) to undertake a survey programme to gauge the opinions of Rotorua residents on gambling in Rotorua, with particular emphasis on Class Four Gambling Machines.

A total of 496 surveys were received from Rotorua residents. These comprised 350 telephone surveys, 100 face to face surveys and 46 online surveys.

Residents gambling habits

Of the 496 respondents, 389 indicated some form of gambling activity over a six month period (78.4% of respondents undertook some form of gambling in a six month period). The most common gambling was entering a NZ raffle such as Lotto (60.7% of respondents). This was followed by entering a competition or purchasing raffle tickets (38.9%) and buying a scratch ticket like Instant Kiwi (30.2%).

Of the 389 respondents who had undertaken some form of gambling, the median number of different types of gambling undertaken over a six month period was two activities, with an average of 2.25 activities. The median frequency of respondents gambling activities was nine times, with the average being 20.8 times. The median amount spent while gambling was \$20 per time, with the average being \$38.03 per time. The median total amount spent over a six month period on all forms of gambling was \$120.00 per person, with the average being \$435.38 per person.

Gambling activity by type of gambling

	Average spend	Rank of usage	Rank of spending
Played a "pokie machine" (outside a casino ie, at a pub, club)	\$1,412.81	6	1
Entered a competition/brought a raffle ticket (for a club etc, to raise money)	\$37.88	2	10
Entered a NZ raffle (ie, Lotto, Keno, Bullseye)	\$189.73	1	6
Participated in a work bet	\$10.36	5	11
Played a "scratch ticket" (ie, Instant Kiwi)	\$40.14	3	9
Played at an online casino (eg, Pokerstars) /gambled on home computer	\$1,196.00	11	2
Played cards/games (for money) with friends/family	\$229.92	8	5
Played housie or bingo	\$256.47	9	4
Bet on a horse/dog race (eg, TAB)	\$268.78	4	3
Sports betting (eg, TAB bet on rugby, football, hockey etc.)	\$43.41	9	8
Visited a Casino	\$183.91	7	7

Note: For rankings, 1 is the highest to 11 being the lowest

The table above shows the average spend from the various gambling activities by respondents over the previous six month period. The most money was spent while playing pokie machines despite this only being the sixth most common form of gambling activity (out of the 11 surveyed). Respondents spent on average \$1,412.81 playing pokie machines over a six month period. This was followed by playing at an online casino, which was the least most popular form of gambling identified in this survey but still had an average spend of \$1,196.00 over the six months surveyed.

Type 4 Gambling Machines (pokie machines) frequency of use

Of the 496 respondents to the survey, 40 respondents (8.1% of the total sample) indicated that they had played on pokie machines within the previous six month period. From these 40 respondents, the median number of visits was six times in six months with an average of 31.81 visits. The median spend per visit was \$20.00 with the average being \$44.31. The total median spend was \$135.00 per respondent with the average being \$1,412.81 over six months.

Although this was only the sixth most popular form of gambling from the 11 identified in this research, this form had the highest average spend over the six month period sampled.

Problem gamblers

Of all survey respondents, 81 (16.3% of the total sample) indicated that they had been impacted by a problem gambler. The highest frequency of effects were not being able to pay bills, following by affecting relationships, wasting money and losing savings/going bankrupt. All respondents were asked if they felt a need to reduce their current level of gambling. Only 18 respondents (3.6% of the total sample) indicated that they had a need to reduce their levels of gambling.

The current situation with Class 4 Gambling Machines in Rotorua

Respondents were read a summary of the current situation in Rotorua as outlined below and then asked questions relating to it.

The current situation:

- Rotorua currently has 26 gambling venues which can have pokie machines.
- These venues are licenced to contain 389 machines between them.
- \$19.5 million was spent in these machines in the 2014/2015 year within the Rotorua District.
- For every \$1, roughly \$0.40 of the money goes to community purposes. This was approximately \$7.8 million going to the community in the 2014/2015 period.

Firstly, respondents were asked what they thought should happen with the numbers of pokie machines in Rotorua, asking if numbers should greatly increase, increase, stay the same, decrease or greatly decrease. Most respondents wanted the numbers of machines to decrease with 76.5% of respondents indicating a desire to decrease (34.6%) or greatly decrease (41.9%) the numbers of machines. A further 22.4% wanted numbers to stay the same with only 1.1% wanting numbers to increase. No-one wanted numbers to greatly increase.

Respondents were asked for any reasons for their decision. Comments were coded into categories by APR. The highest frequencies of comments were related to:

- reasons why pokie machines are bad (27.0% of respondents); and
- the perception that machines seem to be targeting at those who cannot afford to play (20.8%).

Next, respondents were asked what they thought should happen with the numbers of pokie machine venues in Rotorua, asking if the numbers of venues should greatly increase, increase, stay the same, decrease or greatly decrease. Most respondents wanted the numbers of venues to decrease with 75.5% of respondents indicating a desire to decrease (39.6%) or greatly decrease (35.9%) the numbers of pokie machine venues. A further 22.7% wanted numbers to stay the same with only 1.8% wanting numbers to increase. No-one wanted numbers to greatly increase.

Respondents were asked for any reasons for their decision. The greatest number of comments were related to:

- having too many venues (30.2% of respondents);
- lowering the number of machines (10.3%); and
- reasons for pokie machines being bad (9.1%).

Placement of pokie machines

Rotorua currently has 13 pokie machine venues in the city centre and another 13 in the suburbs. Respondents were invited to make any comments on this. The major issues identified were:

- venues are seen as being mainly in the suburbs and seem to be targeted at low socio-economic groups (27.0% of respondents); and
- have all machines centralised with a high class venue (10.7% of respondents).

Ability to move machines around venues in special circumstances

Respondents were informed that although the numbers of machines cannot increase, machines can be moved from one venue to another in special circumstances (ie, a venue closing). They were then asked if they support pokie machines being able to be moved amongst venues with a licence in special circumstances. A majority of respondents (60.2%) were opposed (26.1%) or strongly opposed (34.1%) to this. A further 23.9% were neutral with 15.9% supporting it (15.5% indicating support and 0.4% strongly supporting it). Reasons included:

- needing to work to reduce overall numbers (36.5% of respondents); and
- reducing numbers by removing machines if a venue closes (23.2% of respondents).

Restrictions on pokie machine use

Respondents were asked if they thought any restrictions should be placed on pokie machines and if yes, what they should be. Respondents were unprompted. All comments given were coded into categories for analysis by APR.

The highest frequency of comments were:

- There should be a restriction on the amount that can be spent on machines (13.5% of all respondents);
- that there should be an age limit on players (11.9%);
- time limit on players playing machines (7.5%);
- strict monitoring/entry by permit or having a token system (indicating only being able to play using tokens, and only a certain amount being available to purchase each day)(6.7%);
- restricting those on a benefit and problem gamblers (6.3%); and
- limiting opening hours (5.0%).

Reducing Pokie Machines in Rotorua

Respondents were read a summary of the current situation in Rotorua as outlined below and then asked questions relating to it.

The current Rotorua policy sets a cap on the number of machines, and this has been dropping over time.

- The number of machines in Rotorua has dropped from 518 (in 2004) to 389 (in 2016).
- Despite the drop, Rotorua has significantly more machines per population compared to the average throughout NZ. Including tourists, Rotorua has 5.4 machines per thousand people while the national average is 3.8 machines per thousand.
- If we had the same ratio as NZ, Rotorua would be limited to 247 machines, rather than the current 389.
- RLC has been reducing the number of machines over time. Over the past 6 years numbers have dropped by 6.5% (compared to a 15% reduction nationally).

Respondents were asked what action they felt RLC should take regarding the level of pokie machines in Rotorua. Whether they thought they should be reduced at a fast rate, reduced at a slow rate, left at current levels, increased at a slow rate or increased at a fast rate. Most respondents indicated that numbers should be reduced (87.2% of respondents) with 49.4% indicating reduce numbers at a fast rate and 37.8% indicating that numbers should be reduced at a slow rate. A further 12.0% wanted numbers to remain at current levels. Only 0.8% of respondents wanted numbers increased at a slow rate (0.6%) or at a fast rate (0.2%).

Respondents were asked to outline any reasons for their views. The top four categories were all to do with lowering the number of pokie machines. The highest categories were:

- reasons why numbers should be reduced at a slow rate (23.4% of respondents);
- reasons for reducing at a fast rate (20.4%);
- aim for the national rate (19.0%);
- get rid of machines totally (8.5%); and
- have machines targeted at tourists (4.6%).

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1.0 INTRODUCTION

In December 2016, Rotorua Lakes Council (RLC) contracted APR Consultants Ltd (APR) to undertake a survey programme to gauge the opinions of Rotorua residents on gambling in Rotorua, with particular emphasis on Class Four Gambling Machines.

This survey was undertaken in January and February 2017.

2.0 METHODOLOGY

APR meet with representatives from RLC to discuss the survey objectives. Following this meeting, APR designed a survey and worked with RLC to ensure that they were satisfied with the survey content and that it matched their requirements. Once the paper version of the survey was agreed upon, an electronic version of the survey was also produced.

Key aspects of the survey programme were:

- The survey would primarily be through phone contact but would be supplemented with online and hard copy survey forms.
- That Council required robust information from the surveys that were able to be analysed by gender, ethnicity, residence location and income.
- That the survey would be a mix of open (qualitative) and closed (quantitative) questions.
- That the report should be available to Council in February 2017.

The survey was undertaken primarily by telephone using a list of random Rotorua residential telephone numbers generated from the Rotorua White Pages Telephone directory. These were supplemented by 100 additional Face to face surveys undertaken in Rotorua's CBD and surrounds. Although the survey was mainly random, there was an online component where Rotorua residents could have their say should they wish to. The online surveys were sent out to groups that are traditionally hard to target via traditional land line surveys and focussed on youth, Maori and diverse ethnic groups.

A total of 501 surveys were collected during this research. Out of these, 496 surveys were used for this report.

The surveys that were removed from the sample were either due to being from outside of the Rotorua district or those that provided incomplete demographic data.

Note that for this survey, there was the potential for self-reporting bias resulting in under reporting of problem gambling as some respondents may have under reported their actual gambling habits.

3.0 SURVEY RESULTS

A total of 496 surveys were received from Rotorua residents. These were made up from 350 telephone surveys, 100 face to face surveys and 46 online surveys.

3.1 Rotorua Residents Gambling Habits

Rotorua residents were asked about what forms of gambling they had undertaken over the previous six month period.

	Number	Percent
Entered a NZ raffle (ie, Lotto, Keno, Bullseye)	301	60.7%
Entered a competition/brought a raffle ticket (for a club etc, to raise money)	193	38.9%
Played a "scratch ticket" (ie, Instant Kiwi)	150	30.2%
Bet on a horse/dog race (eg, TAB)	61	12.3%
Participated in a work bet	57	11.5%
Played a "pokie machine" (outside a casino ie, at a pub, club)	40	8.1%
Visited a Casino	30	6.0%
Played cards/games (for money) with friends/family	27	5.4%
Played housie or bingo	17	3.4%
Sports betting (eg, TAB bet on rugby, football, hockey etc.)	17	3.4%
Played at an online casino (eg, Pokerstars) /gambled on home computer	15	3.0%
Other	4	0.8%
Sample	496	

Note: Not additive as respondents could identify multiple forms of gambling

Of the 496 respondents, 389 indicated some form of gambling activity over a six month period (78.4% of respondents undertook some form of gambling in a six month period). The most popular was entering a NZ raffle like Lotto (60.7% of respondents). This was followed by entering a competition or purchasing raffle tickets (38.9%) and buying a scratch ticket like Instant Kiwi (30.2%).

Respondents were asked how much they considered people in their household currently gamble. Most identified that they gambled a little (55.2%), with 6.9% identifying a moderate amount (5.0%) or a lot (1.8%). A total of 183 respondents (36.9%) said that people in their household didn't gamble at all.

	Number	Percent
Not at all	183	36.9%
A little	274	55.2%
A moderate amount	25	5.0%
A lot	9	1.8%
Refused/not specified/live alone	5	1.0%
Not specified	0	0.0%
Total	496	100.0%

3.2 Number of Types of Gambling Undertaken Over a Six Month Period

Of the 389 respondents who had undertaken some form of gambling, the median number of different types of gambling undertaken was two activities, with an average of 2.25 activities.

Sample	389
Minimum no. of activities undertaken	1
Maximum no. of activities undertaken	8
Total no. of activities undertaken	874.0
Average no. of activities undertaken	2.25
Median no. of activities undertaken	2
Mode no. of activities undertaken	1

The minimum number of types of gambling was one activity, with the maximum being eight different forms of gambling.

3.3 Frequency of Gambling Undertaken Over a Six Month Period

Of the 389 respondents who had undertaken some form of gambling, the median frequency of respondents gambling activities was nine times over a six month period, with the average being 20.8 times.

Sample	389
Minimum frequency of use	0.5
Maximum frequency of use	375
Total no. of uses for sample	8,093.1
Average frequency of use	20.80
Median frequency of use	9
Mode frequency of use	1

The minimum frequency was 0.5 visits over the six month period (once a year), with the highest being 375 visits over the same period. The 389 respondents undertook 8,093 gambling activities over a six month period.

3.4 Average Spend While Gambling (per visit)

Of the 389 respondents who had undertaken some form of gambling, the median amount spent while gambling was \$20 per time, with the average being \$38.03.

Sample	389
Minimum spend (per time)	\$1.00
Maximum spend (per time)	\$580.00
Total spend (total sample)	\$14,793.10
Average spend (per time)	\$38.03
Median spend (per time)	\$20.00
Mode spend (per time)	\$20.00

The minimum spend was \$1.0 per visit, with the highest being \$580.

3.5 Total Spend Over a Six Month Period While Gambling

Of the 389 respondents who had undertaken some form of gambling, the median amount spent over a six month period on all forms of gambling was \$120.00 per person, with the average being \$435.38 per person.

Sample	389
Minimum spend (over six month period)	\$1.00
Maximum spend (over six month period)	\$20,870.00
Total spend (over six month period)	\$169,364.65
Average spend (over six month period)	\$435.38
Median spend (over six month period)	\$120.00
Mode spend (over six month period)	\$120.00

The minimum spend was \$1.00 over a six month period with the highest being \$20,870.00. The 389 respondents spent a total of \$169,364.65 over the six month period sampled.

3.6 Rotorua Residents Gambling Activity via Activity Type

The following section reports upon how popular the various gambling activities were, the frequency they are undertaken and how much was spent undertaking each activity.

	Average spend	Rank of usage	Rank of spending
Played a "pokie machine" (outside a casino ie, at a pub, club)	\$1,412.81	6	1
Entered a competition/brought a raffle ticket (for a club etc, to raise money)	\$37.88	2	10
Entered a NZ raffle (ie, Lotto, Keno, Bullseye)	\$189.73	1	6
Participated in a work bet	\$10.36	5	11
Played a "scratch ticket" (ie, Instant Kiwi)	\$40.14	3	9
Played at an online casino (eg, Pokerstars) /gambled on home computer	\$1,196.00	11	2
Played cards/games (for money) with friends/family	\$229.92	8	5
Played housie or bingo	\$256.47	9	4
Bet on a horse/dog race (eg, TAB)	\$268.78	4	3
Sports betting (eg, TAB bet on rugby, football, hockey etc.)	\$43.41	9	8
Visited a Casino	\$183.91	7	7

Note: For rankings, 1 is the highest to 11 being the lowest

The table above shows the average spends from the various gambling activities by respondents over a six month period. The most money was spent while playing pokie machines despite this only being the sixth highest popular gambling activity (out of the 11 surveyed). Respondents spent on average \$1,412.81 playing pokie machines over a six month period. This was followed by playing at an online casino, which was the least most popular form of gambling identified in this survey but still had an average spend of \$1,196.00 over the six months surveyed.

3.6.1 Pokie Machines

Of the 496 respondents to the survey, 40 respondents (8.1% of the total sample) indicated that they had played on pokie machines within a six month period. This was the sixth most popular form of gambling from the 11 identified in this research.

Sample	40
Minimum frequency of use	1
Maximum frequency of use	288
Total no. of uses for sample	1,272.3
Average frequency of use	31.81
Median frequency of use	6
Mode frequency of use	1

Of these 40 respondents, the median amount of visits was six in a six month period, with the average being 31.81 visits. The minimum number of visits was one visit, with the maximum being 288 visits.

Sample	40
Minimum spend (per time)	\$5.00
Maximum spend (per time)	\$200.00
Total spend (total sample)	\$1,772.50
Average spend (per time)	\$44.31
Median spend (per time)	\$20.00
Mode spend (per time)	\$20.00

These 40 respondents provided details on how much they spent per visit. The median spend was \$20.00 with the average being \$44.31 per visit. The lowest identified spend per time was \$5.00 with the maximum per time being \$200.00.

Sample	40
Minimum spend (over six month period)	\$7.50
Maximum spend (over six month period)	\$14,400.00
Total spend (over six month period)	\$56,512.50
Average spend (over six month period)	\$1,412.81
Median spend (over six month period)	\$135.00
Mode spend (over six month period)	\$20.00

Over a six month period, the total median spend was \$135.00 per respondent while playing pokie machines with the average being \$1,412.81. The lowest total spend was \$7.50 with the maximum spend being \$14,400.00. The 40 respondents spent a total of \$56,512.50 in a six month period playing pokie machines.

Although this was only the sixth most popular form of gambling from the 11 identified in this research, this form had the highest average spend over the six month period sampled.

3.6.2 Competitions/raffle tickets

Of the 496 respondents to the survey, 193 respondents (38.9% of the total sample) indicated that they had entered a completion/brought raffle tickets within a six month period. Of these, 190 respondents provided details of activity. This was the second most popular gambling activity out of the 11 identified in this research.

Sample	190
Minimum frequency of use	0.5
Maximum frequency of use	48
Total no. of uses for sample	718.5
Average frequency of use	3.78
Median frequency of use	2
Mode frequency of use	1

Of these 190 respondents, the median amount of competitions entered was two in a six month period, with the average being 3.78 competitions. The minimum number of entries was 0.5 competitions (or one per year), with the maximum being 48 competitions.

Sample	190
Minimum spend (per time)	\$1.00
Maximum spend (per time)	\$100.00
Total spend (total sample)	\$1,546.50
Average spend (per time)	\$8.14
Median spend (per time)	\$5.00
Mode spend (per time)	\$5.00

These 190 respondents provided details on how much they spent per time while entering competitions. The median spend was \$5.00 with the average being \$8.14. The lowest identified spend per time was \$1.00 with the maximum per time being \$100.00.

Sample	190
Minimum spend (over six month period)	\$1.00
Maximum spend (over six month period)	\$600.00
Total spend (over six month period)	\$7,196.25
Average spend (over six month period)	\$37.88
Median spend (over six month period)	\$10.00
Mode spend (over six month period)	\$10.00

Over a six month period, the total median spend was \$10.00 per respondent while entering competitions with the average being \$37.88 over a six month period. The lowest total spend was \$1.00 with the maximum spend being \$600.00. The 190 respondents spent a total of \$7,196.25 in a six month period entering competitions or purchasing raffle tickets.

3.6.3 NZ Raffles (ie, Lotto, Keno, Bullseye)

Of the 496 respondents to the survey, 301 respondents (60.7%) indicated that they had brought tickets in a national raffle within a six month period. Of these, 298 respondents provided details of their activity.

This was the most popular form of gambling activity out of the 11 types identified in this research.

Sample	298
Minimum frequency of use	0.5
Maximum frequency of use	132
Total no. of uses for sample	3,649.5
Average frequency of use	12.25
Median frequency of use	6
Mode frequency of use	24

Of these 298 respondents, the median amount of New Zealand raffles entered was six in a six month period, with the average being 12.25. The minimum number of entries was 0.5 (or one per year), with the maximum being 132 times.

Sample	298
Minimum spend (per time)	\$2.00
Maximum spend (per time)	\$56.00
Total spend (total sample)	\$4,698.60
Average spend (per time)	\$15.77
Median spend (per time)	\$16.00
Mode spend (per time)	\$20.00

These 298 respondents provided details on how much they spent per time while purchasing tickets. The median spend was \$16.00 with the average being \$15.77. The lowest identified spend per time was \$2.00 with the maximum per time being \$56.00.

Sample	298
Minimum spend (over six month period)	\$2.00
Maximum spend (over six month period)	\$1,584.00
Total spend (over six month period)	\$56,539.40
Average spend (over six month period)	\$189.73
Median spend (over six month period)	\$104.00
Mode spend (over six month period)	\$120.00

Over a six month period, the total median spend was \$104.00 per respondent while purchasing tickets for a NZ raffle with the average being \$189.73. The lowest total spend was \$2.00 with the maximum spend being \$1,584.00. The 298 respondents spent a total of \$56,539.40 in a six month period purchasing tickets for NZ raffles.

3.6.4 Work bets

Of the 496 respondents to the survey, 57 respondents (11.5%) indicated that they had participated in a work bet within a six month period. Of these, 56 respondents provided details of their activity.

This was the fifth most popular form of gambling activity out of the 11 identified in this research.

Sample	56
Minimum frequency of use	0.5
Maximum frequency of use	24
Total no. of uses for sample	93.0
Average frequency of use	1.66
Median frequency of use	1
Mode frequency of use	1

Of these 56 respondents, the median amount of competitions entered was once in a six month period, with the average being 1.66. The minimum number was 0.5 bets (or one per year), with the maximum being 24 bets.

Sample	56
Minimum spend (per time)	\$1.00
Maximum spend (per time)	\$50.00
Total spend (total sample)	\$449.50
Average spend (per time)	\$8.03
Median spend (per time)	\$5.00
Mode spend (per time)	\$2.00

These 56 respondents provided details on how much they spent per time while entering work competitions. The median spend was \$5.00 with the average being \$8.03. The lowest identified spend per time was \$1.00 with the maximum per time being \$50.00.

Sample	56
Minimum spend (over six month period)	\$0.50
Maximum spend (over six month period)	\$120.00
Total spend (over six month period)	\$580.00
Average spend (over six month period)	\$10.36
Median spend (over six month period)	\$2.50
Mode spend (over six month period)	\$2.00

Over a six month period, the total median spend was \$2.50 per respondent while participating in a workplace bet with the average being \$10.36. The lowest total spend was \$0.50 with the maximum spend being \$120.00. The 56 respondents spent a total of \$580.00 in a six month period on work place betting.

3.6.5 Scratch tickets (ie, Instant Kiwi)

Of the 496 respondents to the survey, 150 respondents (30.2%) indicated that they had purchased scratch tickets within a six month period. Of these, 139 respondents provided details of their activity.

This was the third most popular gambling activity out of the 11 identified in this research.

Sample	139
Minimum frequency of use	0.5
Maximum frequency of use	180
Total no. of uses for sample	1,132.5
Average frequency of use	8.15
Median frequency of use	6
Mode frequency of use	6

Of these 139 respondents, the median amount of scratch tickets purchased was six in a six month period, with the average being 8.15. The minimum number was 0.5 purchases (or one per year), with the maximum being 180 purchases.

Sample	139
Minimum spend (per time)	\$0.00
Maximum spend (per time)	\$20.00
Total spend (total sample)	\$741.50
Average spend (per time)	\$5.33
Median spend (per time)	\$5.00
Mode spend (per time)	\$5.00

These 139 respondents provided details on how much they spent per time while purchasing scratch tickets. The median spend was \$5.00 with the average being \$5.33. The lowest identified spend per time was \$0.00 (a gift) with the maximum per time being \$20.00.

Sample	139
Minimum spend (over six month period)	\$0.00
Maximum spend (over six month period)	\$480.00
Total spend (over six month period)	\$5,579.00
Average spend (over six month period)	\$40.14
Median spend (over six month period)	\$18.00
Mode spend (over six month period)	\$30.00

Over a six month period, the total median spend was \$18.00 per respondent while purchasing a scratch ticket with the average being \$40.14. The lowest total spend was \$0.00 with the maximum spend being \$480.00. The 139 respondents spent a total of \$5,579.00 in a six month period on purchasing scratch tickets.

3.6.6 Online Casinos

Of the 496 respondents to the survey, 15 respondents (3.0% of the total sample) indicated that they had gambled at online casinos within a six month period. Of these, 10 respondents provided details of their activity.

This was the least most popular form of gambling activity. Despite this, the average spend from respondents undertaking this form of gambling was second only to pokie machines at \$1,196.00 per person over the six month period.

Sample	10
Minimum frequency of use	1
Maximum frequency of use	180
Total no. of uses for sample	283.0
Average frequency of use	28.30
Median frequency of use	6
Mode frequency of use	6

Of these 10 respondents, the median amount of gambling at an online casino was six in a six month period, with the average being 28.30 times. The minimum number was one time, with the maximum being 180 times.

Sample	10
Minimum spend (per time)	\$10.00
Maximum spend (per time)	\$100.00
Total spend (total sample)	\$295.00
Average spend (per time)	\$29.50
Median spend (per time)	\$20.00
Mode spend (per time)	\$20.00

These 10 respondents provided details on how much they spent per time while gambling at online casinos. The median spend was \$20.00 with the average being \$29.50. The lowest identified spend per time was \$10.00 with the maximum per time being \$100.00.

Sample	10
Minimum spend (over six month period)	\$20.00
Maximum spend (over six month period)	\$9,900.00
Total spend (over six month period)	\$11,960.00
Average spend (over six month period)	\$1,196.00
Median spend (over six month period)	\$180.00
Mode spend (over six month period)	\$120.00

Over a six month period, the total median spend was \$180.00 per respondent while participating in online gambling with the average being \$1,196.00 over a six month period. The lowest total spend was \$20.00 with the maximum spend being \$9,900.00. The 10 respondents spent a total of \$11,960.00 in a six month period while gambling at online casinos.

3.6.7 Gambling playing cards/games for money with friends/family

Of the 496 respondents to the survey, 27 respondents (5.4%) indicated that they had gambled playing cards/games with friends or family within a six month period. Of these, 24 respondents provided details of their activity.

This was the eighth most popular form of gambling activity from the 11 identified in this research.

Sample	24
Minimum frequency of use	1
Maximum frequency of use	24
Total no. of uses for sample	183.0
Average frequency of use	7.63
Median frequency of use	4
Mode frequency of use	1

Of these 24 respondents, the median amount of gambling playing cards/games for money with friends/family was four in a six month period, with the average being 7.63. The minimum number was one time, with the maximum being 24 times.

Sample	24
Minimum spend (per time)	\$1.00
Maximum spend (per time)	\$100.00
Total spend (total sample)	\$517.00
Average spend (per time)	\$21.54
Median spend (per time)	\$20.00
Mode spend (per time)	\$20.00

These 24 respondents provided details on how much they spent per time while gambling playing games with friends or family. The median spend was \$20.00 with the average being \$21.54. The lowest identified spend per time was \$1.00 with the maximum per time being \$100.00.

Sample	24
Minimum spend (over six month period)	\$1.00
Maximum spend (over six month period)	\$1,800.00
Total spend (over six month period)	\$5,518.00
Average spend (over six month period)	\$229.92
Median spend (over six month period)	\$35.00
Mode spend (over six month period)	\$20.00

Over a six month period, the total median spend was \$35.00 per respondent while participating in gambling playing cards/games with friends and/or family with the average being \$229.92. The lowest total spend was \$1.00 with the maximum spend being \$1,800.00. The 24 respondents spent a total of \$5,518.00 in a six month period playing games/cards.

3.6.8 Playing housie or bingo

Of the 496 respondents to the survey, 17 respondents (3.4%) indicated that they had gambled playing housie or bingo within a six month period. Of these, 15 respondents provided details of their activity. This was the ninth most popular gambling activity out of the 11 identified in this research.

Sample	15
Minimum frequency of use	1
Maximum frequency of use	24
Total no. of uses for sample	162.0
Average frequency of use	10.80
Median frequency of use	6
Mode frequency of use	24

Of these 15 respondents, the median amount of gambling playing housie or bingo was six in a six month period, with the average being 10.8 times. The minimum number was one time, with the maximum being 24 times.

Sample	15
Minimum spend (per time)	\$2.00
Maximum spend (per time)	\$70.00
Total spend (total sample)	\$397.00
Average spend (per time)	\$26.47
Median spend (per time)	\$20.00
Mode spend (per time)	\$10.00

These 15 respondents provided details on how much they spent per time while playing housie or bingo. The median spend was \$20.00 with the average being \$26.47. The lowest identified spend per time was \$2.00 with the maximum per time being \$70.00.

Sample	15
Minimum spend (over six month period)	\$5.00
Maximum spend (over six month period)	\$1,440.00
Total spend (over six month period)	\$3,847.00
Average spend (over six month period)	\$256.47
Median spend (over six month period)	\$100.00
Mode spend (over six month period)	\$240.00

Over a six month period, the total median spend was \$100.00 per respondent while participating in housie or bingo with the average being \$256.47. The lowest total spend was \$5.00 with the maximum spend being \$1,440.00. The 15 respondents spent a total of \$3,847.00 in a six month period playing housie/bingo.

3.6.9 Betting on a horse/dog race

Of the 496 respondents to the survey, 62 respondents (12.5%) indicated that they had bet on a house/dog race within a six month period. This was the fourth most popular gambling activity.

Sample	62
Minimum frequency of use	0.5
Maximum frequency of use	180
Total no. of uses for sample	429.8
Average frequency of use	6.93
Median frequency of use	1
Mode frequency of use	0.5

Of these 62 respondents, the median amount of betting on a horse/dog race was once in a six month period, with the average being 6.93. The minimum number was 0.5 times (once per year), with the maximum being 180 times.

Sample	62
Minimum spend (per time)	\$1.00
Maximum spend (per time)	\$120.00
Total spend (total sample)	\$1,567.00
Average spend (per time)	\$25.27
Median spend (per time)	\$20.00
Mode spend (per time)	\$20.00

These 62 respondents provided details on how much they spent per time while betting on a horse/dog race. The median spend was \$20.00 with the average being \$25.27. The lowest identified spend per time was \$1.00 with the maximum per time being \$120.00.

Sample	62
Minimum spend (over six month period)	\$1.00
Maximum spend (over six month period)	\$10,800.00
Total spend (over six month period)	\$16,664.50
Average spend (over six month period)	\$268.78
Median spend (over six month period)	\$21.25
Mode spend (over six month period)	\$10.00

Over a six month period, the total median spend was \$21.25 per respondent while betting on a house/dog race with the average being \$268.78 over a six month period. The lowest total spend was \$1.00 with the maximum spend being \$10,800.00. The 62 respondents spent a total of \$16,664.50 in a six month period betting on a house/dog race.

3.6.10 Sports betting

Of the 496 respondents to the survey, 17 respondents (3.4%) indicated that they had bet on a sports event within a six month period. This was the ninth most popular gambling activity out of the 11 identified in this research.

Sample	17
Minimum frequency of use	0.5
Maximum frequency of use	10
Total no. of uses for sample	44.5
Average frequency of use	2.62
Median frequency of use	1
Mode frequency of use	0.5

Of these 17 respondents, the median amount of betting on sports was once in a six month period, with the average being 2.62. The minimum number was 0.5 times (once per year), with the maximum being 10 times.

Sample	17
Minimum spend (per time)	\$1.00
Maximum spend (per time)	\$60.00
Total spend (total sample)	\$363.50
Average spend (per time)	\$21.38
Median spend (per time)	\$20.00
Mode spend (per time)	\$20.00

These 17 respondents provided details on how much they spent per time while betting on sports events. The median spend was \$20.00 with the average being \$21.38. The lowest identified spend per time was \$1.00 with the maximum per time being \$60.00.

Sample	17
Minimum spend (over six month period)	\$0.50
Maximum spend (over six month period)	\$120.00
Total spend (over six month period)	\$738.00
Average spend (over six month period)	\$43.41
Median spend (over six month period)	\$40.00
Mode spend (over six month period)	\$10.00

Over a six month period, the total median spend was \$40.00 per respondent while betting on sports with the average being \$43.41 over a six month period. The lowest total spend was \$0.50 with the maximum spend being \$120.00. The 17 respondents spent a total of \$738.00 in a six month period betting on sports.

3.6.11 Visiting a Casino

Of the 496 respondents to the survey, 30 respondents (6.0%) indicated that they had visited a Casino within a six month period. Of these, 23 respondents provided details of their spending.

This was the seventh most popular form of gambling activity over the 11 identified in this research.

Sample	23
Minimum frequency of use	0.1
Maximum frequency of use	6
Total no. of uses for sample	32.1
Average frequency of use	1.40
Median frequency of use	1
Mode frequency of use	1

Of these 23 respondents, the median amount of casino visits was one in a six month period, with the average being 1.40. The minimum number was 0.1 times, with the maximum being six times.

Sample	23
Minimum spend (per time)	\$10.00
Maximum spend (per time)	\$500.00
Total spend (total sample)	\$2,445.00
Average spend (per time)	\$106.30
Median spend (per time)	\$90.00
Mode spend (per time)	\$90.00

These 23 respondents provided details on how much they spent per time while visiting casinos. The median spend was \$90.00 with the average being \$106.30. The lowest identified spend per time was \$10.00 with the maximum per time being \$500.00.

Sample	23
Minimum spend (over six month period)	\$10.00
Maximum spend (over six month period)	\$1,000.00
Total spend (over six month period)	\$4,230.00
Average spend (over six month period)	\$183.91
Median spend (over six month period)	\$50.00
Mode spend (over six month period)	\$90.00

Over a six month period, the total median spend was \$50.00 per respondent while visiting a casino with the average being \$183.91. The lowest total spend was \$10.00 with the maximum spend being \$1,000.00. The 23 respondents spent a total of \$4,230.00 in a six month period while visiting a casino.

3.7 Problem Gamblers

Respondents were asked if them, or anyone in their household had been impacted by a problem gambler at work, home or socially. Out of all respondents, 81 (16.3% of the total sample) had been impacted by a problem gambler.

	Number	Percent
Could not pay bills/rent/food	34	6.9%
Family affected/relationship break-ups/lost friends	25	5.0%
Addicted/wasting money on gambling	21	4.2%
Lost savings/house/bankruptcy	12	2.4%
Increased anti-social activities/stealing/domestic violence/lying	10	2.0%
Lost money gambling/having to borrow money to survive/relying on others	10	2.0%
Kids abandoned or neglected	5	1.0%
Undergone treatment/counselling/solutions to gambling found	4	0.8%
Emotional/physical breakdown	2	0.4%
Lost self respect/family/friends	2	0.4%
Other	3	0.6%
Sample	496	

Note: not additive as respondents comments could be coded to multiple categories

The impacts felt were grouped into categories by APR Consultants. The highest frequency of effects were not being able to pay bills (6.9% of all respondents), following by affecting relationships (5.0%), wasting money (4.2%) and losing savings/going bankrupt (2.4%).

For more information about the breakdowns of comments, please refer to Appendix II, question 4a.

Respondents were then asked if they felt a need to reduce their current level of gambling. Only 18 respondents (3.6% of the total sample) indicated that they felt a need to reduce their levels of gambling.

	Number	Percent
Yes	18	3.6%
No	470	94.8%
Don't know	1	0.2%
Refused/not specified	7	1.4%
Not specified	0	0.0%
Total	496	100.0%

These 18 respondents were offered to confidentially leave their name and contact details so they could be sent information on where they could get help. All of these respondents refused this offer.

3.8 Pokie Machines in Rotorua

Respondents were read a summary of the current situation in Rotorua as laid out below and then asked questions relating to it.

The current situation:

- Rotorua currently has 26 gambling venues which can have pokie machines.
- These venues are licenced to contain 389 machines between them.
- \$19.5 million was spent in these machines in the 2014/2015 year within the Rotorua District.
- For every \$1, roughly \$0.40 of the money goes to community purposes. This was approx. \$7.8 million going to the community in the 2014/2015 period.

3.8.1 Change in the number of machines in Rotorua

Firstly, respondents were asked what they thought should happen with the numbers of pokie machines in Rotorua, asking if numbers should greatly increase, increase, stay the same, decrease or greatly decrease.

	Number	Percent	% ex non spec.
Greatly increase	0	0.0%	0.0%
Increase	5	1.0%	1.1%
Stay the same	105	21.2%	22.4%
Decrease	162	32.7%	34.6%
Greatly decrease	196	39.5%	41.9%
NA/Don't know	26	5.2%	
Not specified	2	0.4%	
Total	496	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified answers removed

Most respondents wanted the numbers of machines to decrease with 76.5% of respondents indicating a desire to decrease (34.6%) or greatly decrease (41.9%) the numbers of machines. A further 22.4% wanted numbers to stay the same with only 1.1% wanting numbers to increase. No-one wanted numbers to greatly increase.

	Number	Percent
Pokie machines are bad/affects families/addictive	134	27.0%
Tend to target poor who cannot afford to play/remove from certain areas	103	20.8%
Too many machines in Rotorua/reduce numbers	43	8.7%
Good that they give back to the community	37	7.5%
Too much spent on gambling/waste of money	35	7.1%
Help for those with gambling problems/problem gamblers	30	6.0%
Don't agree with gambling	21	4.2%
People should be able to gamble if they want to/not aware of any issues	19	3.8%
It is a balancing act with good and bad sides	15	3.0%
Don't want to see any more machines	13	2.6%
Recipients of community money	11	2.2%
Have a casino in Rotorua/target tourists	10	2.0%
Increase the community contribution	7	1.4%
Don't want to encourage gambling	5	1.0%
Enforce standards/high class of dress/current venues attract shabby patrons	3	0.6%
Don't know/doesn't effect respondent	8	1.6%
Other	9	1.8%
Sample	496	

Note: not additive as respondents comments could be coded to multiple categories

Respondents were asked for any reasons for their decision. Comments were coded into categories by APR. The highest frequency of comments were related to reasons why pokie machines are bad (27.0% of respondents), followed by the observation that machines seem to be targeting at those who cannot afford to play (20.8%). For more information about the breakdowns of comments, please refer to Appendix II, question 8.

3.8.2 Change in the number of venues that house pokie machines in Rotorua

Next, respondents were asked what they thought should happen with the numbers of pokie machine venues in Rotorua, asking if the numbers of venues should greatly increase, increase, stay the same, decrease or greatly decrease.

	Number	Percent	% ex non spec.
Greatly increase	0	0.0%	0.0%
Increase	8	1.6%	1.8%
Stay the same	102	20.6%	22.7%
Decrease	178	35.9%	39.6%
Greatly decrease	161	32.5%	35.9%
NA/Don't know	45	9.1%	
Not specified	2	0.4%	
Total	496	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified answers removed

Most respondents wanted the numbers of venues to decrease with 75.5% of respondents indicating a desire to decrease (39.6%) or greatly decrease (35.9%) the numbers of pokie machine venues. A further 22.7% wanted numbers to stay the same with only 1.8% wanting numbers to increase. No-one wanted numbers to greatly increase.

	Number	Percent
Too many venues/lower number/make less accessible	150	30.2%
Lower number of machines	51	10.3%
Pokie machines are bad/affects families/addictive	45	9.1%
Distribution/location of machines/Casino	43	8.7%
Leave numbers the same/don't increase numbers/have enough venues now	30	6.0%
People waste money on them/too much spent	14	2.8%
Don't like gambling	7	1.4%
Increase number of venues	6	1.2%
Suggested solutions for tackling problem gambling	6	1.2%
Machines are not the problem - just some of the people who play them	4	0.8%
Don't have any problems with gambling machines/people have a right to use	3	0.6%
Addictive to some people	2	0.4%
Some venues have unacceptable standards	2	0.4%
Don't know/doesn't effect respondent	14	2.8%
Other	8	1.6%
Sample	496	

Note: not additive as respondents comments could be coded to multiple categories

Respondents were asked for any reasons for their decision. Comments were coded into categories by APR. The highest frequency of comments were related to having too many venues (30.2% of respondents). This was followed by lowering the number of machines (10.3%) and reasons for pokie machines being bad (9.1%). For more information about the breakdowns of comments, please refer to Appendix II, question 10.

3.8.3 Current placement of pokie machine venues in Rotorua

Rotorua currently has 13 pokie machine venues in the city centre and another 13 in the suburbs. Respondents were invited to make any comments on this. Respondents were unprompted. All comments given were coded into categories for analysis by APR.

	Number	Percent
Targeted at low socio-economic suburban areas/remove from suburbs	134	27.0%
Have all centralised/at city centre/high standard facility	53	10.7%
Reduce the number of machines/venues	32	6.5%
Get rid of them/ban them totally	31	6.3%
Limit availability/accessibility	28	5.6%
Not an issue/maintain status quo	23	4.6%
Ban venues near schools/pubs/residential areas/shopping centres	15	3.0%
Limit numbers in town	9	1.8%
Monitoring and controlling required/help those with problems	9	1.8%
Distribute evenly/have a fair mix	8	1.6%
Machines located in wrong places/venues	7	1.4%
More tourist targeted/more in city	6	1.2%
Personal choice/people who want to play will	3	0.6%
Tidy venues up/look rough	2	0.4%
Don't know/no comment	26	5.2%
Other	4	0.8%
Sample	496	

Note: not additive as respondents comments could be coded to multiple categories

The major issue identified was that venues are seen as being mainly in the suburbs and seem to be targeted at low socio-economic groups (27.0% of respondents). This was followed by having all machines centralised with the possibility of a high class facility (10.7% of respondents). For more information about the breakdowns of comments, please refer to Appendix II, question 11.

3.8.4 Ability to move machines around venues in special circumstances

Respondents were informed that although the numbers of machines cannot increase, machines can be moved from one venue to another in special circumstances (ie, a venue closing). They were then asked if they support pokie machines being able to be moved amongst venues with a licence in special circumstances.

	Number	Percent	% ex non spec.
Strongly support	2	0.4%	0.4%
Support	73	14.7%	15.5%
Neutral	113	22.8%	23.9%
Opposed	123	24.8%	26.1%
Strongly opposed	161	32.5%	34.1%
NA/Don't know	19	3.8%	
Not specified	5	1.0%	
Total	496	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified answers removed

A majority of respondents (60.2%) were opposed (26.1%) or strongly opposed (34.1%) to this. A further 23.9% were neutral with 15.9% supporting it (15.5% indicating support and 0.4% strongly supporting it).

	Number	Percent
Work to reduce overall numbers	181	36.5%
If a venue closes, the machines should go as well/don't allow them to be moved	115	23.2%
Don't have a problem with this	24	4.8%
Fine if overall numbers don't increase	18	3.6%
Get rid of all machines	11	2.2%
Only if moving them out of the suburbs	8	1.6%
Only in special circumstances/case by case	5	1.0%
Fine as long as new venue meets requirements	4	0.8%
Should only be in one Casino	3	0.6%
Needs to be monitored carefully	2	0.4%
Don't know/doesn't effect respondent	11	2.2%
Other	8	1.6%
Sample	496	

Note: not additive as respondents comments could be coded to multiple categories

Reasons included needing to work to reduce overall numbers (36.5% of respondents) and reducing numbers by removing machines if a venue closes (23.2% of respondents). For more information about the breakdowns of comments, please refer to Appendix II, question 13.

3.8.5 Restrictions on pokie machine use

Respondents were asked if they feel any restrictions should be placed on pokie machines and what they should be. Respondents were unprompted. All comments given were coded into categories for analysis by APR.

	Number	Percent
Restriction on the amount that can be spent on the machines	67	13.5%
Impose an age limit in players	59	11.9%
Impose a time limit on players	37	7.5%
Strict monitoring/ID checks/entry by permit only/use token system	33	6.7%
Restrict those on a benefit/restrict drunks and problem gamblers	31	6.3%
Limit opening hours	25	5.0%
Reduce the number of machines and venues	24	4.8%
Current restrictions are enough/extra restrictions not required/hard to implement	21	4.2%
Limit/close all venues in poor socioeconomic/suburban areas	19	3.8%
Get rid of them	16	3.2%
Restrict pokie machines getting relocated from one venue to another	14	2.8%
Build a casino or keep all the machines at one place/only have in city	12	2.4%
Ban venues anywhere near school/youth facilities/churches/shopping centres	11	2.2%
Create more public awareness/offer support/education	11	2.2%
Children should not be allowed in/around the premises or to play them	9	1.8%
Shouldn't be able to play when drinking/drunken	5	1.0%
Restrictions on layout/look of venue	4	0.8%
Stop having big jackpots	2	0.4%
Don't know	34	6.9%
Other	5	1.0%
Sample	496	

Note: not additive as respondents comments could be coded to multiple categories

Respondents felt that there should be a restriction on the amount that can be spent on machines (13.5% of respondents) and that there should be an age limit on players (11.9%). These were followed by having time limit on players playing machines (7.5%), strict monitoring/entry by permit or having a token system (indicating only being able to play using tokens, and only a certain amount being available to purchase each day)(6.7%), restricting those on a benefit and problem gamblers (6.3%) and limiting opening hours (5.0%).

3.9 Reducing Pokie Machines in Rotorua

Respondents were read a summary of the current situation in Rotorua as laid out below and then asked questions relating to it.

The current Rotorua policy sets a cap on the number of machines, and this has been dropping over time.

- The number of machines in Rotorua has dropped from 518 (in 2004) to 389 (in 2016).
- Despite the drop, Rotorua has significantly more machines per population compared to the average throughout NZ. Including tourists, Rotorua has 5.4 machines per thousand people while the national average is 3.8 machines per thousand.
- If we had the same ratio as NZ, Rotorua would be limited to 247 machines, rather than the current 389.
- RLC has been reducing the number of machines over time. Over the past 6 years numbers have dropped by 6.5% (compared to a 15% reduction nationally).

Respondents were asked what action they felt RLC should take regarding the level of pokie machines in Rotorua. Whether they thought they should be reduced at a fast rate, reduced at a slow rate, left at current levels, increased at a slow rate or increased at a fast rate.

	Number	Percent	% ex non spec.
Reduce numbers at a fast rate	239	48.2%	49.4%
Reduce numbers at a slow rate	183	36.9%	37.8%
Leave number at current levels	58	11.7%	12.0%
Increase numbers at a slow rate	3	0.6%	0.6%
Increase numbers at a fast rate	1	0.2%	0.2%
NA/Don't know	10	2.0%	
Not specified	2	0.4%	
Total	496	100.0%	100.0%

Note: % ex non spec. is the percentage with non specified answers removed

Most respondents indicated that numbers should be reduced (87.2% of respondents) with 49.4% indicating reduce numbers at a fast rate and 37.8% indicating that numbers should be reduced at a slow rate. A further 12.0% wanted numbers to remain at current levels. Only 0.8% of respondents wanted numbers increased at a slow rate (0.6%) or at a fast rate (0.2%).

	Number	Percent
Reduce at a slow rate/reasons for reducing at a slow rate	116	23.4%
Reduce at a faster rate/reasons for reducing at a faster rate	101	20.4%
Aim for the national average	94	19.0%
Get rid of machines totally	42	8.5%
Have machines for tourists/have establishments in the city only/Casino	23	4.6%
Leave at current level	15	3.0%
Need education/support for those with a problem/suggestions to address gambling problems	9	1.8%
Need to take businesses into account/revenue benefits the community	9	1.8%
Reduce as venues naturally close/don't allow machines to be moved/don't replace damaged ones	7	1.4%
Gambling is an enjoyable hobby for those with the money	5	1.0%
Haven't seen any issues	3	0.6%
Beneficiaries should not be able to gamble	2	0.4%
Make it harder to access	2	0.4%
Don't know	1	0.2%
Other	6	1.2%
Sample	496	

Note: not additive as respondents comments could be coded to multiple categories

Respondents were asked to outline any reasons for their views. The top four categories were all to do with lowering the number of pokie machines. The highest category were reasons why numbers

should be reduced at a slow rate (23.4% of respondents) followed by reasons for reducing at a fast rate (20.4%) and aiming for the national rate (19.0%). The fourth highest category was getting rid of machines totally (8.5%) followed by having machines targeted at tourists (4.6%). For more information about the breakdowns of comments, please refer to Appendix II, question 16.

3.9.1 Respondents who benefited from grants from Gambling Trusts

Respondents were asked if they or their family, or a community organisation they were involved with, benefited from grants from Gambling Trusts.

	Number	Percent
Yes	124	25.0%
No	312	62.9%
Don't know	57	11.5%
Refused/not specified	3	0.6%
Not specified	0	0.0%
Total	496	100.0%

A total of 25.0% of the sample indicated that they had benefited. A further 62.9% had not, 11.5% didn't know and 0.6% refused to answer.

3.10 Survey demographics

This survey was designed to be reflective of the makeup of Rotorua at the time of the 2013 Census. As a result, the target audience was targeted to try to get this mix as close as possible. Targeting became narrower as the research progressed. At the final stages, face to face surveying was used to target the demographics where we were short, mainly youth and Maori.

Although a sample of 400 respondents was targeted, APR managed to collect a total sample of 496 surveys.

The final survey received a relatively even mix of responses, with 51.6% of respondents identifying their gender as female and 48.4% as male. This was within 1% of the makeup of Rotorua at the time of the 2013 Census.

	Number	Percent	% ex non spec.	Census	difference
Male	240	48.4%	48.4%	48.3%	0.1%
Female	256	51.6%	51.6%	51.7%	-0.1%
Not specified	0	0.0%			
Total	496	100.0%	100.0%	100.0%	

Note: % ex non specified is the percentage with non specified responses removed

Responses were received from a range of age groups. Collecting the opinions of younger members of society is getting progressively more difficult. In order to increase the responses in this age range, APR undertook face to face and online surveying targeting these groups. The final breakdown is representative of Rotorua with the biggest discrepancy being in those aged between 25 to 34, but all ages are within 5.0% of Census results.

	Number	Percent	% ex non spec.	Census	difference
15 to 24	74	14.9%	14.9%	16.8%	-1.9%
25 to 34	48	9.7%	9.7%	14.4%	-4.7%
35 to 44	76	15.3%	15.3%	16.7%	-1.4%
45 to 54	104	21.0%	21.0%	18.3%	2.7%
55 to 64	80	16.1%	16.1%	15.6%	0.5%
65 to 74	71	14.3%	14.3%	11.0%	3.3%
75+	43	8.7%	8.7%	7.2%	1.5%
Refused	0	0.0%			
Not specified	0	0.0%			
Total	496	100.0%	100.0%	100.0%	

Note: % ex non specified is the percentage with refused and non specified responses removed

A wide range of ethnicities were sampled for this research.

	Number	Percent	Census	difference
NZ Pakeha/European	330	66.5%	61.8%	4.7%
NZ Maori	149	30.0%	34.3%	-4.3%
Pacific Island	8	1.6%	4.6%	-3.0%
Asian	14	2.8%	5.8%	-2.9%
Other	43	8.7%	1.6%	7.1%
Refused	0	0.0%		
Not specified	1	0.2%		
Sample	496			

Note: Not additive as respondents could be multiple ethnicities

APPENDIX ONE: SURVEY FORM

Rotorua Residents Gambling Survey 2016

ROTORUA RESIDENTS GAMBLING SURVEY 2017

Phone no:

Greetings

APR Research is undertaking a study on Gambling in Rotorua.

The purpose of this research is to find out what you think about gambling, and in turn, to let Rotorua Lakes Council (RLC) know what residents of Rotorua think. The results will be used to help Council update policies regarding the use of gambling machines in Rotorua.

Any information you give me will be strictly confidential, and will only be presented in a form combined with the results of others. No individual can be identified from participating in this study.

Information for respondents:

- All information you give is confidential within the provisions of the Privacy Act and the Research Association New Zealand Code of Ethics.
- Your responses will be grouped with others' before being released (Rotorua Lakes Council do not have access to individual responses).
- Your responses will be used only for the purpose of this research.
- You are welcome to ring Elvis at APR Consultants during working hours on 0800 277 937. He will be happy to confirm the purpose of the research and discuss any other matters further with you.

We would like to understand Rotorua residents' views on gambling and to do this we need to be able to profile gambling in Rotorua.

The first section is about your situation when it comes to gambling.

1. Have you undertaken any of these activities within the past six months (prompted)? If yes prompt for frequency of use and average spend per use.

Activity	Undertaken activity (please circle)	Frequency of use (ie, daily, weekly, fortnightly etc.)	Average spend (per time) \$
a) Played a "pokie machine" (outside a casino ie, at a pub, club)	Y / N		
b) Entered a competition/brought a raffle ticket (for a club etc, to raise money)	Y / N		
c) Entered a NZ raffle (ie, Lotto, Keno, Bullseye)	Y / N		
d) Participated in a work bet	Y / N		
e) Played a "scratch ticket" (ie, Instant Kiwi)	Y / N		
f) Played at an online casino (eg, Pokerstars) / gambled on home computer	Y / N		
g) Played cards/games (for money) with friends/family	Y / N		
h) Played housie or bingo	Y / N		
i) Bet on a horse/dog race (eg, TAB)	Y / N		
j) Sports betting (eg, TAB bet on rugby, football, hockey etc.)	Y / N		
k) Visited a Casino	Y / N		
l) Other (please specify)	Y		

APR Consultants Enquiry Line 0800 277 937

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2. Thinking about the activities above, to the best of your knowledge, how many people in your household (aged over 15), have participated in any of these within the past 12 months?

Number: _____

3. Including yourself, how much do you consider that the people in your household currently gamble?

- O1 Not at all
O2 A little
O3 A moderate amount
O4 A lot
O5 Refused/Not specified/live alone

4. Have you, or anyone in your household, been impacted by a problem gambler (at work, home, socially etc)?

- O1 Yes (go to Q4a)
O2 No (go to 5)
O3 Don't know (go to 5)
O4 Refused/not specified (go to 5)

- 4a If yes, how were you/they affected

5. Do you feel a need to reduce your current level of gambling?

- O1 Yes (go to Q6)
O2 No (go to Q7)
O3 Don't know (go to Q7)
O4 Refused/not specified (go to Q7)

6. Would you like me to post some information to you about where you can access support for problem gambling?

- O1 Yes (explain that we will pass this name on to an agency who can provide them with pamphlets detailing where they can get help)

- O2 No

- O3 Don't know

- O4 Refused/not specified

Name: _____ Address: _____

7. The second section is about gambling (pokie) machines in Rotorua:

The current situation:

- Rotorua currently has 26 gambling venues which can have pokie machines.
- These venues are licenced to contain 389 machines between them.
- \$19.5 million was spent in these machines in the 2014/2015 year within the Rotorua District.
- For every \$1, roughly \$0.40 of the money goes to community purposes. This was approx. \$7.8 million going to the community in the 2014/2015 period.

7. With this in mind, what do you think should happen with the numbers of gambling (pokie) machines in Rotorua? (using a five point scale from greatly increase to greatly decrease)

Greatly increase	Increase	Stay the same	Decrease	Greatly decrease	NA/Don't know
1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐

8. Please outline any reasons for your views?

9. Using the same five point scale, do you think the numbers of venues where these machines are located should change? (if no, tick stay the same).

Greatly increase	Increase	Stay the same/no change	Decrease	Greatly decrease	NA/Don't know
1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐

10. Please outline any reasons for your views?

11. There are currently 13 venues in the city centre and another 13 in the suburbs with machines. Do you have any comments about the current placement of the pokie machine venues in Rotorua?

12. Although the numbers of machines cannot increase, machines can be moved from one venue to another in special circumstances (ie, a venue closing). Do you support gambling (pokie) machines being able to be moved amongst venues with a licence in special circumstances?

Strongly support	Support	Neutral	Opposed	Strongly opposed	NA/Don't know
1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐

13. Please outline any reasons for your views?

14. Are there any restrictions that you feel should be placed and what are they?

15. The third section is regarding reduction in gambling (pokie) machines in Rotorua:

The current Rotorua policy sets a cap on the number of machines, and this has been dropping over time.

- The number of machines in Rotorua has dropped from 518 (in 2004) to 389 (in 2016).
- Despite the drop, Rotorua has significantly more machines per population compared to the average throughout NZ. Including tourists, Rotorua has 5.4 machines per thousand people while the national average is 3.8 machines per thousand.
- If we had the same ratio as NZ, Rotorua would be limited to 247 machines, rather than the current 389.
- RLC has been reducing the number of machines over time. Over the past 6 years numbers have dropped by 6.5% (compared to a 15% reduction nationally).

15. What action do you think RLC should take regarding the level of gambling (pokie) machines? (using a five point scale from reduce numbers at a fast rate to increase numbers at a fast rate).

Reduce numbers at a fast rate	Reduce numbers at a slow rate	Leave number at current levels	Increase numbers at a slow rate	Increase numbers at a fast rate	NA/Don't know
1 ☐	2 ☐	3 ☐	4 ☐	5 ☐	6 ☐

16. Please outline any reasons for your views?

17. Have you or your family, or a community organisation you are involved with, benefited from grants from Gambling Trusts?

- ☐ Yes
☐ No
☐ Don't know
☐ Refused/not specified

Demographics:

18. What is your gender?

- ☐ Male
☐ Female

19. What is your age grouping?

- | | |
|-----------------------------|-------------------------------|
| ☐ 15-24 | ☐ 55-64 |
| ☐ 25-34 | ☐ 65-74 |
| ☐ 35-44 | ☐ 75+ |
| ☐ 45-54 | ☐ Refused |

20. Which of the following ethnic groups do you consider yourself a part of? (please tick all that apply)

- | | |
|---|---|
| ☐ NZ Pakeha/European | ☐ Asian |
| ☐ NZ Maori | ☐ Other (please specify) |
| ☐ Pacific Island | ☐ Refused (do not read out) |

21. Which of the following best describes where you live?

OA Rotorua city (central city area)		
OB Rotorua suburbs (please tick ONE location below)		
☐ 1 Fairy Springs	☐ 10 Lynmore	☐ 19 Selwyn Heights
☐ 2 Fenton Park	☐ 11 Mangakakahi	☐ 20 Springfield
☐ 3 Fordlands	☐ 12 Matipo Heights	☐ 21 Sunnybrook
☐ 4 Glenholme	☐ 13 Ngapuna	☐ 22 Tihiotonga
☐ 5 Hannahs Bay	☐ 14 Ohinemutu	☐ 23 Utuhina
☐ 6 Hillcrest	☐ 15 Owhata	☐ 24 Westbrook
☐ 7 Holdens Bay	☐ 16 Pleasant Heights	☐ 25 Western Heights
☐ 8 Kawaha Point	☐ 17 Pomare	☐ 26 Whakarewarewa
☐ 9 Koutu	☐ 18 Pukehangi	☐ 27 Other (please specify)
OC Ngongotaha		
OD Lakeside settlement (please tick ONE location below)		
☐ 1 Lake Tarawera	☐ 4 Lake Okareka	☐ 7 Tikitere
☐ 2 Lake Rotoiti	☐ 5 Lake Rotoehu	☐ 8 Other (please specify).....
☐ 3 Lake Rotoma	☐ 6 Okere Falls	
OE Rural (please tick ONE location below)		
☐ 1 Atiamuri	☐ 8 Ngakuru	☐ 15 Waiotapu Village
☐ 2 Hamurana	☐ 9 Reporoa	☐ 16 Waiteti
☐ 3 Horohoro	☐ 10 Rerewhakaaitu	☐ 17 Other (please specify).....
☐ 4 Kaharoa	☐ 11 Tarukenga	
☐ 5 Kapenga	☐ 12 Tumunui	
☐ 6 Mamaku	☐ 13 Waikite Valley	
☐ 7 Mourea	☐ 14 Waimangu	

22. How many people over 15 live in your household?

Number: _____

23. Do you have any comments you would like to pass on to Council for them to consider before making rules related to gambling in Rotorua?

Finally, may I please ask your first name? This is just so my supervisor can do quality control checks on me if necessary.

First name:

Thank you for your participation. We appreciate your time.
If you have any queries, please feel free to contact Elvis at APR Consultants (0800 277 937).