

THE LEGISLATIVE COUNCIL SELECT COMMITTEE ON THE IMPACTS OF GAMING MACHINES MET IN COMMITTEE ROOM 2, PARLIAMENT HOUSE, HOBART ON WEDNESDAY 17 APRIL 2002.

Mrs JUDY HYNEMAN WAS CALLED, MADE THE STATUTORY DECLARATION AND WAS EXAMINED.

CHAIR (Mrs Silvia Smith) - Welcome, Judy. We look forward to hearing what your contribution is going to be us and thank you for the paper that you did send us and the study that was attached to it as well. It was most appreciated. We'll hand it over to you and then if you're comfortable we might intervene on occasions with questions that might come up out of our listening.

Mrs HYNEMAN - Sure, Silvia. I would like to thank you, Geoff and Sue, for giving me this opportunity to speak openly about my gambling problem. I have had a gambling problem for a while so a lot of this might be a bit emotive so you'll have to excuse that because it's from a very personal perspective that I'm speaking. It's not on facts or anything like that, it's just from personal experience, so this is first hand and straight from my heart.

CHAIR - That is very important to us, as a committee, to hear the first-hand experiences.

Mrs HYNEMAN - It takes a bit of courage, as you can imagine, to come out with it all.

CHAIR - Yes.

Mrs HYNEMAN - This is a submission to the Legislative Council regarding the impact and harm of poker machines, both personally and within the community of Glenorchy in which I reside. Let me first introduce myself. My name is Judy Hyneman. I am a teacher of computer studies at Adult Education, Weld Street, South Hobart, and my background is adult and vocational education and I recently received a Tasmania award for excellence here from Parliament. So that is just a little bit about my background and why I am saying that is just so you can get an understanding that gambling can actually happen to anyone. So I would like to make the point that it is possible for just about any person to become a problem gambler. It may be a colleague, a friend or your family member that can develop this problem. These people will have their lives dramatically changed for the worst. Now we'll outline this problem which has affected me over the last two or three years.

I first started gambling in 1999 quite innocently on an outing with my mother and, at that time, I saw an opportunity to get closer to her. On these initial occasions I was not a problem gambler. My mother and I would often talk about our new hobby and it soon became the main topic of conversation between us. It took only two months before I was going to the local Oasis club on my own. My personal life at this time was also changing as my partner worked on Friday nights which I found difficult because I was at home alone.

I often felt sad in my loneliness and would go gambling to be around other people. I found the amounts of money I was losing were increasing. Each night I gambled I would waste hours of my time and around \$100 a session. There were many occasions where losing \$100 would only take half an hour so I would play on and thus continued to lose sometimes as much as \$300 in one night.

I found at this stage I could not control my gambling. When I went home I felt very upset and angry with myself for being so stupid but the pattern continued. At times I had the feeling that I was sinking into a dark hole unable to return to the surface. The more I lost, the more I played to win to cover my losses. It was a vicious circle and I found I couldn't get out of this. Every time I would lose I would go back and I tried to recover my losses and it was just going round and round and round and I just felt I was going deeper and deeper and deeper into this vicious hole.

The pattern was aggravated by the resulting tension between my partner and I who did not approve of my gambling. As you can imagine, it was a strain on both of us. We then decided, as a couple, to go to Break Even counselling and be prepared for help. I had already been to Gamblers Anonymous but did not find this helpful or constructive so I did not know if I could be helped.

In talking to a counsellor it was recommended that I ban myself from clubs that I frequented. This helped for a short while but then I found myself going to other clubs at which I was not excluded. Each year I have gambled I have spent more than around \$5 000, although there were times when I did not gamble for periods of several months.

So that just gives you an indication how easy it is to lose money gambling. The final solution for me was to ban myself from all clubs and the casino. This is the only thing that worked. My gambling has now ended and I am a recovering problem gambler thanks to the counselling I received, and thank you for that, at Anglicare. That's obviously supported by the Government - Parliament, so thank you for that.

If being banned from venues was not possible I think I would have found it impossible to give up. My partner's support was also a great assistance. I would have to say that gambling could become a problem for anyone, particularly those who are lonely, bored or unhappy with their personal situation. Gambling will provide the temporary feeling of relief or escape but will only serve to create further problems.

From personal experience the fact that several gambling machine venues were in close proximity to where I lived only served to increase the frequency of my gambling habits. There are four gaming machines within two kilometres and the closest is only 800 metres from where I live. I feel the likelihood of becoming a problem gambler would have decreased if gambling machines had not been introduced in my community.

It's taken me an enormous amount of courage to reveal my gambling problem to this committee and the true extent of problem gamblers may not be realised for fear of embarrassment, especially amongst those who play significant roles within our community so I just think it's the very tip of the iceberg, so to speak.

When I was gambling I saw many people that I felt had the same problem as myself but whether or not they would own up to it is an entirely different matter.

CHAIR - It's a very embarrassing situation to find yourself.

Mrs HYNEMAN - It is so embarrassing, Silvia. It's hard to imagine that it really is a terrible thing to admit to someone that you have actually got that problem.

In summary, problem gambling can happen to anyone. Problem gambling causes depression, relationship problems and financial loss therefore it is of no benefit to our community. Those who are isolated and lonely will find that gambling is an insidiously isolating activity. Social acceptance and support by a partner, friend or family will increase the likelihood of an individual seeking counselling.

The number of problem gamblers may be higher than the statistics would indicate due to an embarrassment to admitting this to anyone. The close proximity of the number of gambling venues make it harder to control the problem of gambling.

Whilst studying for the Bachelor of Adult and Vocational Education at the University of Tasmania I conducted some ethnographic research at the Oasis Club at the Elwick Hotel in Glenorchy with a view to observing the behaviour of patrons. In addition, this helped me to better understand my own predicament. I found that gambling is essentially an isolating activity which is totally at odds with the up-beat social image presented by the Oasis Club television advertisement. This type of research depicts what actually happens in real life. Although the sample of population surveyed here is small, the research provides an accurate account of typical social behaviour within an Oasis venue. So literally what I did was just sit there for half an hour and observe what was going on on a Wednesday, a Saturday and a Thursday night and with this observation some startling evidence came to the fore, so this is just to introduce the research, the ethnographic research which was done in the natural setting of the Elwick Hotel.

This report describes an ethnographic study observing people in a social environment. This study aims at understanding the behaviour and pattern of patrons who entered the Elwick Hotel capturing social reality through field work in a natural setting and I focused on gender, conversation, money transactions and activities.

The Oasis television advertisement shows young people sitting down, both men and women, gathered around a table eating and drinking and cheerfully socialising. There is only a quick glimpse of a poker machine showing a jackpot. The television slogan says, 'There's so much more to do at an Oasis Club'. If the ad on the television is a true depiction of what takes place within a gambling venue, then the people should be socialising and having fun with friends. It is the author's intent to find out what really happens at an Oasis Club and you too can really find out what happens at an Oasis Club - just go in and sit in one for half an hour and you will observe the same things that I did.

To conduct this research the author acted as an unobtrusive observer recording the events in the gambling venue and what I noted was their site. The location is a gambling venue at Elwick Hotel on the Main Road, Glenorchy. The area - patrons entered the gambling venue via a sliding door and exited by the same door. There are 25 machines. Towards

the back of the venue there is a keno screen and three tables where the author sat to clearly observe all activities that took place.

The overall environment - the gambling area had a very small clock on the wall so there was a tiny little clock. You could hardly see it from where I was sitting and there were no windows. Consequently, you couldn't tell the difference between night and day and that, to me, is disturbing. Popular music was played softly in the background. There was a bar/money change counter in the centre of the room where patrons could receive a free coffee and tea. The environment was comfortable and warm, similar to a waiting lounge at an airport.

Time of observation - there were three observations. The three observations were carried out over a week in early October 2001. The first was conducted on Wednesday 3 October from 7.30 p.m. to 8 p.m.; the second on Thursday 4 October, 10.45 to 11.15; and the third on the Saturday 6 October, 2.30 to 3 o'clock, so each of them were half an hour.

CHAIR - The second time, to 10.30, that's in evening time?

Mrs HYNEMAN - There was 7.30 to 8 o'clock on the Wednesday -

CHAIR - Evening?

Mrs HYNEMAN - P.M. sorry - the 10.45 to the 11.45 was the p.m. and the 2.30 to 3 o'clock, p.m. in the afternoon. So that was done -

CHAIR - To give a bit of a picture.

Mrs HYNEMAN - Really it was to research against the busiest time which I assumed was Thursday on the pension day, so those other two times were used as a comparison.

CHAIR - Okay.

Mrs HYNEMAN - The plan - the observation purpose is to obtain and document patterns during each one-hour observation and there's a list there - I won't go through that list. I don't think it's relevant.

Expectations - the researcher predicted that she would find a higher percentage of people playing poker machines with little interaction occurring. There would be more patrons on pension day and a summary of findings which - you should have a lot of graphs there.

CHAIR - We certainly have.

Mrs HYNEMAN - They're probably meaningless but I will -

CHAIR - No, I found them interesting.

Mrs HYNEMAN - The summary of the findings, Geoff, actually summarises all that. The most popular activity of the days observed were gambling on the poker machines. The

majority of people who gambled were women. Thursday, pension day, was the most popular with 32 patrons. It was also the liveliest with more people socialising and not gambling on the pension day so I suppose they had money in their pocket and they were talking.

Conversation levels there were at their highest with all 32 patrons talking to at least one other person. More people, however, went to the attendant for change, 13 people, or used the change machine while four people went out and returned to gamble. In total, 22 people out of 32 patrons participated in a money transaction. Pension day was, therefore, the most lucrative day for the Elwick Hotel and it indicates the type of people who are gambling. It's on pension, poor people with pension money that are going there and all their pension cheques are going.

The least popular day of the observation time was Wednesday with only 17 patrons. Conversation on this day was minimal with no social activity taking place. Saturday was also quiet with no social conversation. Ten patrons attended to change money. The most popular activity on this day was gambling the poker machines. Twenty-two out of 25 people were gambling on poker machines.

The general observations are very interesting because they give you further insight. You are probably aware through talking to others also of the same kind of insights that are seen from these general observations. Very little food was consumed. Only two people were observed eating toasted sandwiches while gambling on the poker machines so this is at odds with the advertisement - the Oasis Club -

CHAIR - That's over the three days?

Mrs HYNEMAN - Yes, this is over the three days. Hardly anyone was eating there at all. It was all just gambling. Most players drank alcohol while playing the poker machines. The air was filled with cigarette smoke. These factors indicate dangerous behaviour associated with gambling. Most patrons were approximately between 35 and 69 years of age so it is not young people. It is people that are older. It's pensioners. These are the types of people that are attracted to gambling.

What was disturbing was the ATM was located within 25 metres -

Mr SQUIBB - Twenty-five is it?

Mrs HYNEMAN - Twenty-five - I have got a fixed-up copy here actually - 25 metres of the gambling venue. My partner went and actually measured it for me so I would get the right amount of metreage so that's why it was changed. Twenty-five metres outside a gambling venue there is an ATM. I find that incredible.

CHAIR - I guess there is no hard and fast rule as to where ATMs can be placed in the streets. This is in a street obviously?

Mr SQUIBB - A separate venue.

CHAIR - It is a separate venue all together. It's not the same venue.

Mrs HYNEMAN - Okay. This serves only to give patrons easy access to money they probably can't afford to spend. I certainly feel that there should be something done about that, that the ATMs shouldn't be allowed to be in close proximity to gambling. If you are a problem gambler, all you do is just go to the ATM and keep taking money out. You have got no control over that. Gamblers did not leave the venue during the time of observation which took place over half an hour.

If they did leave, they would return and continue to gamble. This leads to the conclusion that patrons are spending more money than they have intended to so this is a simple observation. If you see people leaving the Oasis venue and then returning you can make the assumption they've gone to an ATM machine and they've returned and you can see that they're going to continue to gamble, so they are out of control with their spending and there's a lot of people who are like that in the observation.

On Thursday, a silky terrier was left tied up tightly outside the venue. Disturbingly, the dog was still there when the observer left, so there's neglect.

Conclusion - in contrast to the Oasis advertisement, findings over the three days indicate that the majority of patrons are women - 64 per cent are women. The most popular activity is gambling on the poker machines. Actual conversation however occurred when patrons were not gambling on the poker machines. On Wednesday and Saturday it was observed patrons did very little socialising, indeed in some instances getting change from the attendant is the only social activity that people actually participate in. So very little eating occurred and most drinks purchased were taken back to the poker machines. Most people drank alcohol and smoked cigarettes while gambling.

Pension day is the most popular day where people are cashed up and will converse more frequently with other people. General observations indicate that gambling will continue for more than half an hour. Patrons were observed needing extra cash from the ATM machine, potentially indicating they were spending over what they had budgeted for. Money events indicate that a high proportion of gamblers are spending large amounts of money, particularly on pension days. Finally, the neglect of the little dog outside showed worrying social behaviour.

I have put forward some recommendations here to minimise the harm of the gambling machines and they are not dot pointed in there but I will give you this in a minute. I feel my problem with problem gambling would have been curbed if there was literature available or pamphlets that I could have read. I suppose my problem first off started with a win and I thought that I could keep on winning and I had no literature there, Geoff, to tell me otherwise and if I had received a pamphlet or something to educate me on the winnings perhaps I wouldn't have just gone along with what my mother said to me and she was encouraging me, more or less, to gamble because she was winning and she wanted me to win too.

Mr SQUIBB - So that first night with your mother, was that your first experience of gambling of any form?

Mrs HYNEMAN - Yes.

Mr SQUIBB - You hadn't been to the casino or the TAB or -

Mrs HYNEMAN - No, that was my first experience with the gaming machines - the poker machines.

Mr SQUIBB - Had you participated in any other form of gambling?

Mrs HYNEMAN - Not really, no. In a way I probably wouldn't because gambling on the table is a lot of money. It's probably \$5 a bet and for me that was too much money and gambling on the poker machines you could just put in \$5 and you could have a number of presses for that, so it would be a longer duration you were having fun. But that's I think how it gets people. Because of the lower amount of money you're attracting more people who previously wouldn't bet. Consumer information on the profits of each machine would be very useful.

When I went to New South Wales my partner actually noticed there that there was a little window in the gambling poker machines and it actually showed the amount of money each machine was actually winning, so to speak, but I think that that should be made public knowledge for people who participate in poker machines. It's consumer knowledge and consumer protection that we know what we're actually doing with our money. The percentage of losses, the percentage of wins - it should all be really obvious for consumers. Any product, it doesn't matter what it is, it should be very transparent about the winnings and the losings and the profits the hotels are making.

Mr SQUIBB - Would that have made any difference to you, bearing in mind that you were following your mother's example and she was showing that she was winning?

Mrs HYNEMAN - Good, I can see your point. When you're a problem gambler, when you're that far in, you're down that sinking hole and no amount of literature would help you. But before you get to that stage, that's when you need it.

Mr SQUIBB - In your opinion, how long after that first encounter was it before you became a problem gambler?

Mrs HYNEMAN - Probably about two months. Slowly I'd lose more and more and it was like catching my tail. The more you lose the more you want to get back and the more you'll spend. It's a vicious circle.

Mrs SUE SMITH - When you went back to do your research later, Judy, you noticed the small clock, the smoke and everything else that was anti.

Mrs HYNEMAN - Yes.

Mrs SUE SMITH - Why wasn't it noticed in the first place, the uncomfortableness of that situation?

Mrs HYNEMAN - Good question. I think because when I was doing the research I could remove myself from it; I wasn't actually participating in it, I was observing it and I think it all became really obvious when I had that mindset that what I was doing beforehand was getting lost in what I was doing. You can't step outside and look at it from that angle.

Mr SQUIBB - Whilst you were going initially just on a Friday night, did you get to a stage where you were going every night or did you keep to the pattern of just once a week?

Mrs HYNEMAN - It was too expensive for me to go every single night, Geoff, because I was spending \$100 a session, so I would just try to go about once or twice a week but sometimes I would just be thinking about it continuously and I'd just have to go in there and spend more than I really should have spent to get my money back, so to speak.

CHAIR - So you did have a little bit of control on yourself, you think?

Mrs HYNEMAN - No.

CHAIR - I mean, the fact that you didn't go every night, as Geoff was asking. The urge was there?

Mrs HYNEMAN - The urge was there and I don't think I had control over myself because when I wasn't gambling all I could do was think about it. I would think about it, dream about it and the next time I'd go in it would be like that was the only time I'd have a sense of relief.

Mr SQUIBB - So the times that you went you'd take a certain amount of money and once that was gone you went home, or did you take some money and then go to a -

Mrs HYNEMAN - Exactly - good question. I took some money and then I went to the ATM and took more money out.

Mr SQUIBB - Obviously at some stage during the night you decided to leave and go home or go somewhere else.

Mrs HYNEMAN - Yes.

Mr SQUIBB - What influenced you in that decision to actually leave the premises? The fact that you realised you'd lost x number of dollars or you were getting tired or the place was closing?

Mrs HYNEMAN - The place was closing. That's the sad part; even if I won you couldn't stop me, you couldn't say, 'Come on Judy, you've spent enough now, get out of there', it's just not like that. When you become a problem gambler logic doesn't come into it, you're just too far down that hole.

Mr SQUIBB - So on most nights you'd stay till the machines were closed down?

Mrs HYNEMAN - Yes, until it closed.

Mr SQUIBB - Even though that meant going out to an ATM or going somewhere to replenish your cash supply?

Mrs HYNEMAN - Yes, I certainly would, Geoff - that's the sad point about it.

Mr SQUIBB - Just as a matter of interest, is your exclusion order still in place?

Mrs HYNEMAN - Yes, it's still in place.

Mr SQUIBB - How were you able to get past that to get in to do your study?

Mrs HYNEMAN - I sort of just sat at the back there at the keno.

Mr SQUIBB - So you weren't regarded as being in the gaming area?

Mrs HYNEMAN - I wasn't regarded as participating in the gaming area.

CHAIR - Just on that self-exclusion process -

Mrs HYNEMAN - That was really terrific.

CHAIR - Yes - could you tell us how you accessed that process because we have heard conflicting stories and do you know how you can stop yourself from being excluded from these premises? Where did you go?

Mrs HYNEMAN - First of all I went to Anglicare and saw a counsellor there and I must say the counselling service I received was fabulous and if I hadn't had it I think I'd still be there pressing away. Then the counsellor asked me a series of questions and she more or less said, 'I can exclude you - do you want to go through this process?', and I said, 'Yes, I do, I really do', so she said, 'Okay, go down and get some photographs', so I got some and brought them back and I assume she mailed them all out to the hotels to exclude me from pubs and bars that I frequented, from Glenorchy all the way down to the casino - all that is an exclusion zone for me.

CHAIR - So you are only presuming but you don't know for sure whether the counsellor actually posted them out or whether they were sent to another area? Did you fill out a form and sign it?

Mrs HYNEMAN - I filled out a form.

CHAIR - You did that at the counselling service?

Mrs HYNEMAN - At the Anglicare, yes.

Mr SQUIBB - You haven't got a statewide exclusion?

Mrs HYNEMAN - No, just from Glenorchy area because actually I haven't got a car so -

Mr SQUIBB - That prevents you from going to other providers.

Mrs HYNEMAN - If I had a car it would probably need to be more because there are so many really in walking distance and, as I describe, there is a lot of people there. There's the RSL which is 800 metres from where I live; there's the Elwick Hotel which is 1.9 kilometres; there's Cooley's Hotel which is nearly two kilometres down from where I live; there's another one on the Brooker. I am not quite sure what is the name of it but

you can see all round the one area - and if you have got a problem - just pretend you're alcoholics, I know you're not, and that is a bar in front of you and you are shaking, you want to go in there for a drink and there it is. You go to the bank and there it is in front of you. Walk down the road to the supermarket, there it is in front of you and you are trying to give it up, this addiction, and it is just very, very hard.

And I never had this problem before the venues were there and I really think the increase - it is just terrible. It is an insidious thing and it needs to be stopped. I wouldn't wish what I went through on anyone.

Mrs SUE SMITH - When you went to Anglicare, was it yourself who decided or a partner who encouraged you? How did you make the contact and make the decision to take that step.

Mrs HYNEMAN - Well, my partner who is sitting over there and smiling, he encouraged and helped me and without his support I probably wouldn't have gone along because he actually drove me down and sort of pushed me in that direction. I don't think you really want to acknowledge the problem yourself. I think you are in denial and I think you need someone who really loves you to just take control and say, 'Look, you have to do this for yourself', and it is a really hard thing.

CHAIR - Your comments there are very much indicative of other people who have said. For me to look at you or a professional counsellor to look at you you would not know that you had a problem with gambling but if somebody was an alcoholic, for example, they would probably look drunk and sick and everything else. You can pick them out. And that's what you are confirming. And the same with a smoker, they have got literally the cigarette there and are puffing away at it but you have no outside signs or indicators that say, 'Look at me'. And I guess that is probably one of the reasons people who are addicted can hide it too because it's not visible.

Mrs HYNEMAN - It's not visible. You are dead right in what you are saying.

CHAIR - Did you finish? I interrupted you there, I am sorry.

Mrs HYNEMAN - I was just thinking I suppose of lateral ways to stop gambling and I have got a point there that patrons enter with a card, similar to a frequent shoppers card and they pop it in the poker machine. They would be asked the amount of money they wish to gamble per month or per year and once this amount has been reached the machine will automatically shut down. They won't be able to play anymore so you pop like a frequent shoppers card in there, you go over your amount and then it goes off and you can't play anymore.

So that should be a very simple procedure of programming that into the computer. It shouldn't be too hard and the card will keep stats for - well, the stats would be very interesting, wouldn't they - the frequency of gambling, the duration, the amount the patrons have been spending on the gambling and there you get your problem gambling statistics and they would be a lot different from the very low - I think it was one per cent of people were assumed - and the sample there was very small but the Morgan - wasn't it 1 126 people that the sample was actually done on?

CHAIR - Something like that.

Mrs HYNEMAN - So the data will appear on the screen and patrons will receive the latest update on the amount they have spent so it is like a -

CHAIR - Bank statement.

Mrs HYNEMAN - A bank statement, exactly. And also the capping of poker machines, if this is not done there will be terrible problems.

CHAIR - This is the betting limits.

Mr SQUIBB - Or the number of machines?

Mrs HYNEMAN - Just keep them as they are. Don't increase them.

CHAIR - Yes. Mr Squibb is saying you mean the number of machines that are out there?

Mrs HYNEMAN - Both - the capping of the machine and the number of machines.

CHAIR - Capping of the limits of bet.

Mrs HYNEMAN - Capping of the limits of betting and the numbers. What I found when we went to New South Wales the place where I was staying - it wasn't very far away from Bondi Junction, it was called Bronte on Bronte Street - there was a little pub on the corner there and I went in. There was only just one cent machines there, they didn't have any five cent or two cent, it was just one cent machines and I found that really curbed the amount I would spend because I'd get a long go in there but I'd only be betting on one cent machines.

Mr SQUIBB - What were you doing here in Tassie when you had the problem? What amounts?

Mrs HYNEMAN - Here we have the five cent machines so I would go for the five cent machines because I'd want a bigger win.

Mr SQUIBB - We've also got one cent machines but you ignored those?

Mrs HYNEMAN - Yes, I ignored because I thought I was going to get the bigger win. I mean, I can look at this now and laugh but I wasn't seeing it that clearly at that time.

CHAIR - You were after the big dollar as opposed to the small one.

Mrs HYNEMAN - I asked for the big dollar to get back all the dollars that I'd previously lost.

CHAIR - Had you always played on that priced machine - five cents you said or did you start off on the one and build up?

Mrs HYNEMAN - No, I started on the five cent machine.

Mr SQUIBB - My colleagues tell me that you can either play a single line or a number of lines -

Mrs HYNEMAN - Yes.

CHAIR - I like the way he said 'my colleagues'. We'd probably be the least likely to visit.

Laughter.

Mr SQUIBB - So you were playing multiple lines or - in other words, what was the maximum bet you were placing?

Mrs HYNEMAN - I was playing the minimum bet. I was doing the minimum. I was doing the maximum lines but you've got bets along the top and you can bet 20 times the amount and I was just doing the ordinary, you know, press the -

Mr SQUIBB - One unit and -

Mrs HYNEMAN - Yes, and it goes so fast. It just goes like that. Five minutes and you've lost - I wouldn't like to estimate but it would be worthwhile just going in there and seeing how far \$100 goes and -

CHAIR - I'm not putting my \$100 on.

Mrs HYNEMAN - No, good.

Mr SQUIBB - So your trip to New South Wales was in the period obviously while you were having the problem or since?

Mrs HYNEMAN - Well, that was actually when I banned myself from some pubs and clubs but not all of them.

Mr SQUIBB - In Tassie?

Mrs HYNEMAN - In Tassie, so then I went over and then I suppose being away from home and whatever, I just went back into my old routine.

Mr SQUIBB - So while you were interstate playing these one cent machines, did you consider yourself a problem gambler while you were there?

Mrs HYNEMAN - Yes.

Mr SQUIBB - Were you there for long?

Mrs HYNEMAN - We were there for ten days.

Mr SQUIBB - And you consider that during that period you'd reverted to being a problem gambler?

Mrs HYNEMAN - I think so, yes. I was out of control there, too, I felt. But I was spending less because of the one cent machines.

CHAIR - At that venue you only had one cent machines obviously.

Mrs HYNEMAN - Yes, in this particular area in Bronte.

Mr SQUIBB - Because those venues stay open longer, the opportunity was there for you to stay longer and spend as much?

Mrs HYNEMAN - Yes. I think I was more worried about my partner or he would come and get me. He used to walk down and get me so then I had to go.

Mr SQUIBB - I must say we know the area because we visited an establishment in that general area as part of our inquiry.

Mrs HYNEMAN - Oh, okay.

CHAIR - Did we?

Mr SQUIBB - At Bondi Junction.

Mrs HYNEMAN - Bronte Road - I don't even know the name of it.

Mr SQUIBB - We went to a fairly large club.

Mrs HYNEMAN - Okay, so you saw them all in action.

Mr SQUIBB - Well, we saw a little bit of action and we spoke with a lot of people.

Mrs HYNEMAN - Good. Did you notice the literature there, Geoff?

Mr SQUIBB - And the signs.

Mrs HYNEMAN - And signs and I was really impressed with the pamphlets I read there and I thought, 'That would be really nice to have something like that here'.

CHAIR - We are told that there are pamphlets available here within the venues.

Mrs HYNEMAN - With that kind of information there?

CHAIR - With some information. I don't know the detail of the information. You didn't see anything?

Mrs HYNEMAN - No, I didn't see anything.

CHAIR - I am just wondering - and somebody brought in a selection of pamphlets and some were from the hotels and some from the casino.

Mrs HYNEMAN - But that wasn't the amount of winnings - like, if you play this game you'll win x amount and -

CHAIR - And is that information available in the venues you saw in New South Wales?

Mrs HYNEMAN - That would be available at the casino but not all the venues like Elwick Hotel have much information -

Mr SQUIBB - You are going back a couple of years - your experience?

Mrs HYNEMAN - I am going back to around December/January this year.

Mr SQUIBB - That recently?

Mrs HYNEMAN - Yes, so I am really just getting over it and this is actually helping me to put it all into perspective, yes.

CHAIR - Do you have any more points there?

Mrs HYNEMAN - No, that's it, and just the one cent poker machines so that was the new version from that one there.

CHAIR - Give that to Sue and she will copy it for us. Do you have any more questions?

Mr SQUIBB - No, I asked mine.

Mrs SUE SMITH - No, thank you.

CHAIR - Judy, I believe it's been pretty tough for you to come here and open up and tell the committee and an audience of the problems that you have had in the past and I do say well done and also thank you for the extra information you have handed over but even the information you have given us, it's helped give us a snapshot picture of another person in a different group to the presumed lower socioeconomic group that people are touting are caught up in this problem. You are obviously not in that category so it's good for us to have a picture from somebody else. Well done, and I think I might add that you are very lucky in the support that you have in your partner who is here with you supporting you through this today.

Mrs HYNEMAN - Thank you very much for saying that and thank you all for your patience and your listening.

CHAIR - You are welcome.

THE WITNESS WITHDREW.