

Impact of Mandatory Carded Play in NSW Casinos for Gambling Harm Minimisation

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Disclosures

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Past 5-year funding statement

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From August 2024, all casino customers in NSW required to register for a player card

Breaks in play enforced after 3 hours & \$5,000 daily cash limit

- How much gambling was being missed before these policies were introduced?
- Who wasn't being tracked before?
- Did existing customers stop gambling because of the policy?
- Did existing customers change their behaviour?
- Did people start spending their money elsewhere?

Present study

- All registered customers from three casinos in two Australian states (N >75,000)
- One venue exposed to policy changes
- Natural experiment comparing:
 - pre-/post-policy
 - between culturally similar regions with and without the policy



**Are customers who registered a player
card voluntarily different from those
that were *required* to?**

Are customers who have to register different from those who did so voluntarily? Exposed Venue

Characteristic	Registered Pre-MCP N = 17,548 ¹	Registered Post-MCP N = 16,830 ¹	Difference ²	95% CI ²	p-value ²
Age	46 (17)	38 (16)	8.8	8.5, 9.2	<0.001
Gender			0.69	0.67, 0.71	
Female	6,314 (36%)	4,016 (24%)			
Male	10,810 (62%)	8,719 (52%)			
Unspecified	424 (2.4%)	4,095 (24%)			

¹ Mean (SD); n (%)

² Welch Two Sample t-test; Standardized Mean Difference

Abbreviation: CI = Confidence Interval

Are customers who have to register different from those who did so voluntarily? Control Venue

Characteristic	Registered Pre-MCP N = 12,507 ¹	Registered Post-MCP N = 13,209 ¹	Difference ²	95% CI ²	p-value ²
Age	51 (18)	42 (17)	8.8	8.4, 9.3	<0.001
Gender			0.29	0.26, 0.31	
Female	5,729 (46%)	5,023 (38%)			
Male	6,689 (53%)	7,524 (57%)			
Unspecified	89 (0.7%)	662 (5.0%)			

¹ Mean (SD); n (%)

² Welch Two Sample t-test; Standardized Mean Difference

Abbreviation: CI = Confidence Interval

Are customers forced to register different from those who did so voluntarily? Exposed Venue

Characteristic	Registered Pre-MCP N = 17,548 ¹	Registered Post-MCP N = 16,830 ¹	Difference ²	95% CI ²	p-value ²
Age	46 (17)	38 (16)	8.8	8.5, 9.2	<0.001
Gender			0.69	0.67, 0.71	
Female	6,314 (36%)	4,016 (24%)			
Male	10,810 (62%)	8,719 (52%)			
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Abbreviation: CI = Confidence Interval

Are customers forced to register different from those who did so voluntarily? Exposed Venue

Characteristic	Registered Pre-MCP N = 17,548 ¹	Registered Post-MCP N = 16,830 ¹	Difference ²	95% CI ²	p-value ²
Mean session length (mins)	16 (27)	15 (20)	1.0	0.54, 1.5	<0.001
Mean turnover (\$)	702 (2,307)	578 (2,370)	124	75, 174	<0.001
Mean win/loss (\$)	-45 (222)	-32 (243)	-13	-18, -8.2	<0.001

¹ Mean (SD)

² Welch Two Sample t-test

Abbreviation: CI = Confidence Interval

Are customers forced to register different from those who did so voluntarily? Control Venue

Characteristic	Registered Pre-MCP N = 12,507 ¹	Registered Post-MCP N = 13,209 ¹	Difference ²	95% CI ²	p-value ²
Mean session length (mins)	10 (19)	10 (16)	-0.52	-0.95, -0.09	0.018
Mean turnover (\$)	270 (1,808)	412 (6,906)	-142	-264, -20	0.023
Mean win/loss (\$)	-22 (160)	-23 (157)	1.4	-2.5, 5.2	0.5

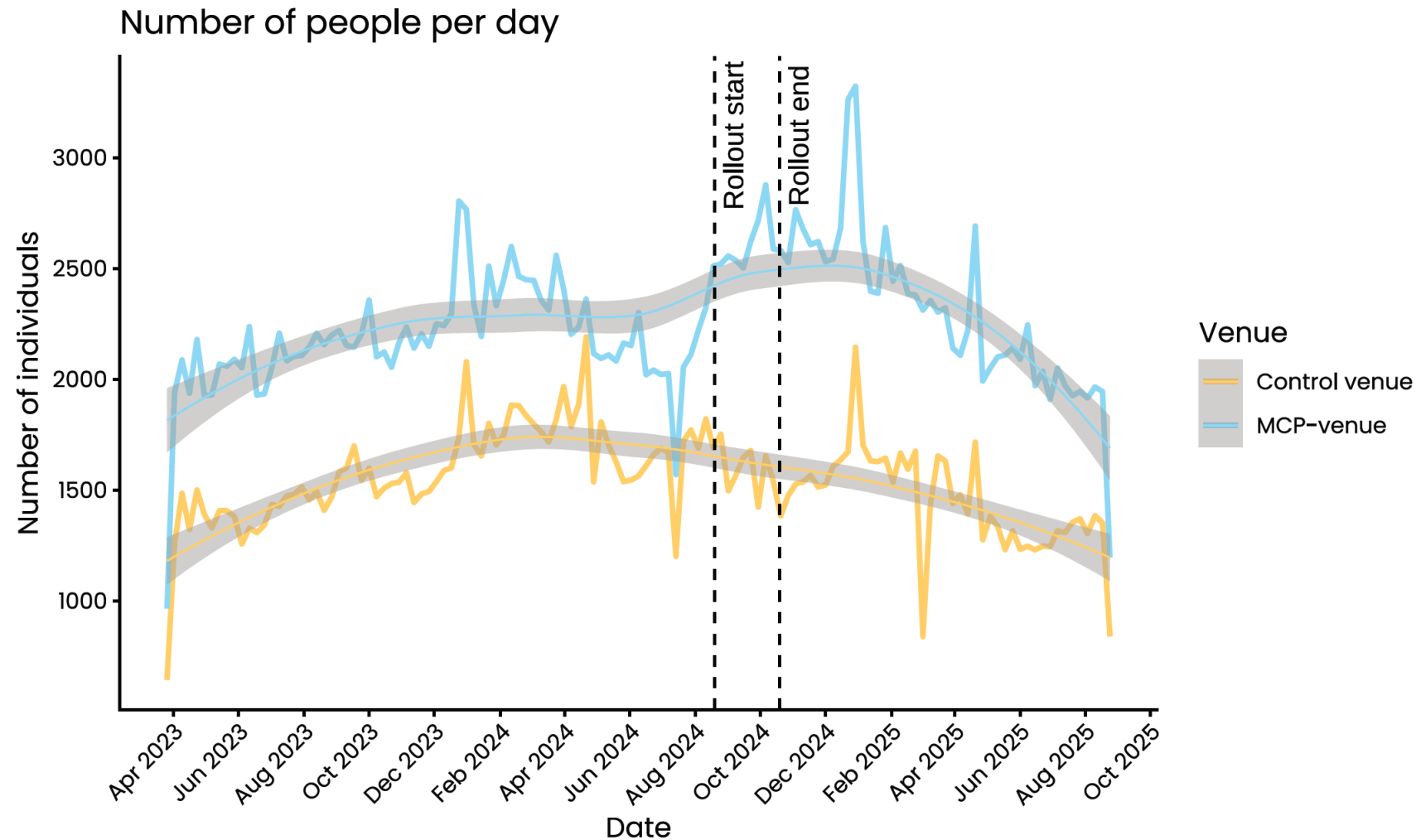
¹ Mean (SD)

² Welch Two Sample t-test

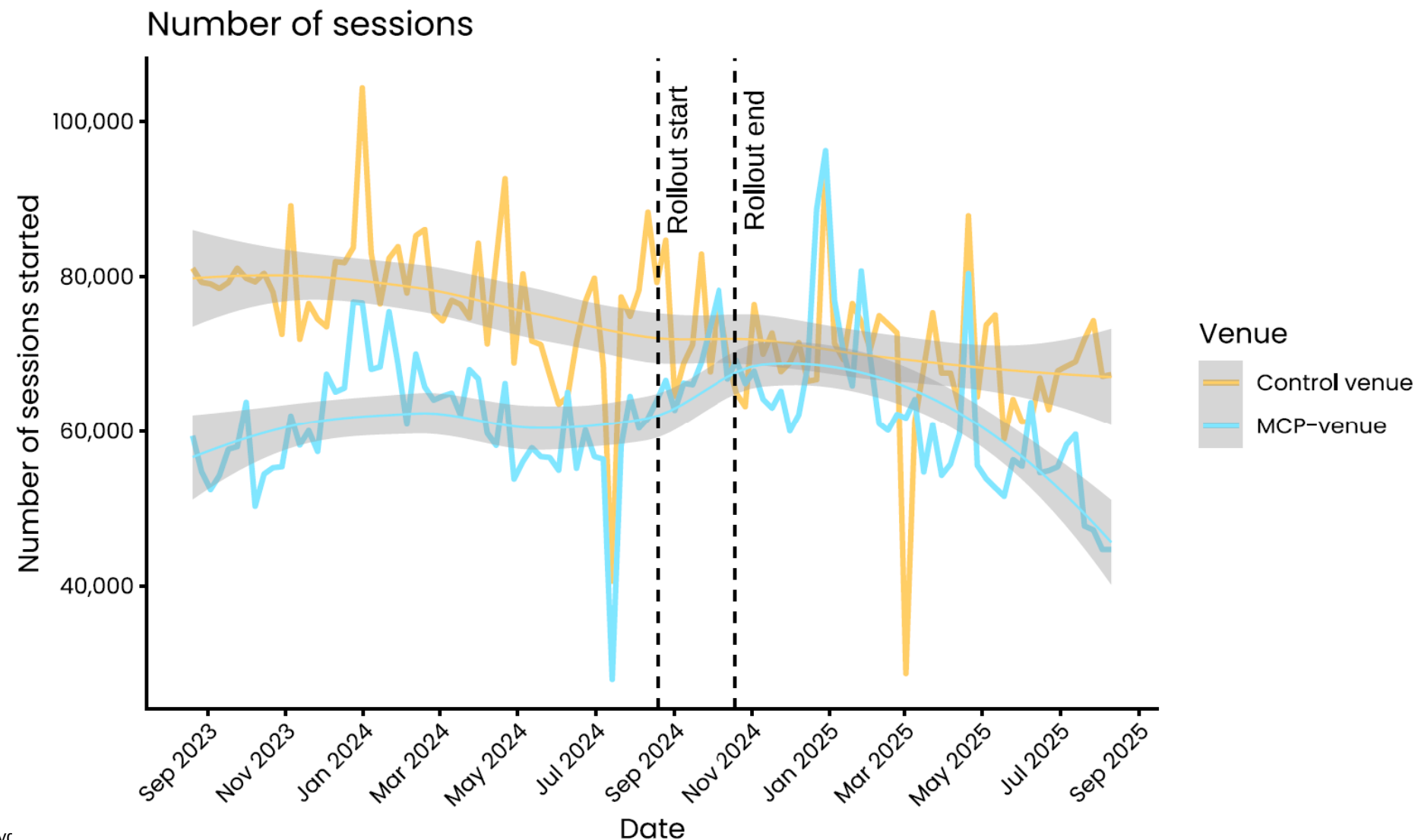
Abbreviation: CI = Confidence Interval

**Did overall casino-level visitation
change following the rollout of MCP?**

How were visitation rates affected?

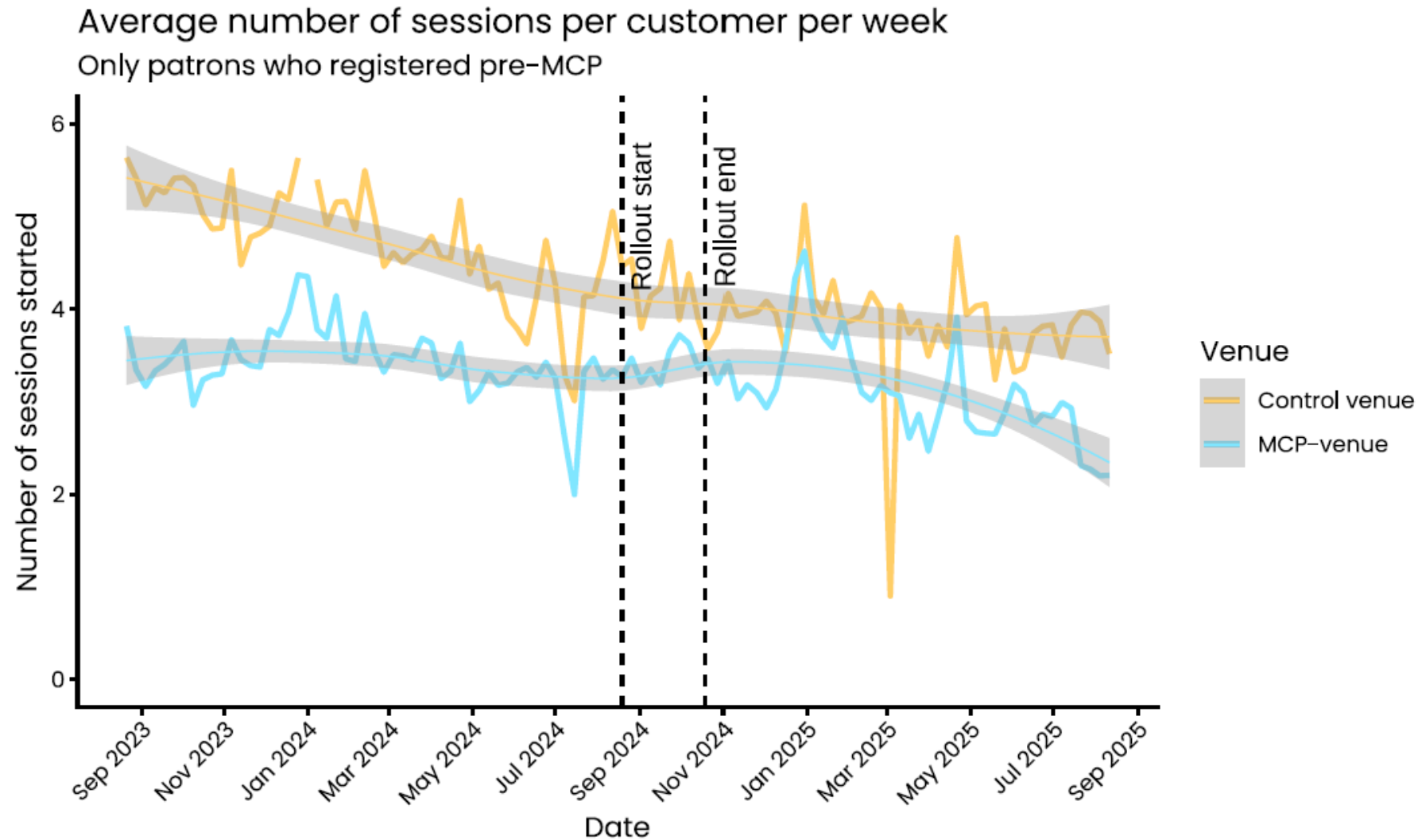


How were visitation rates affected?

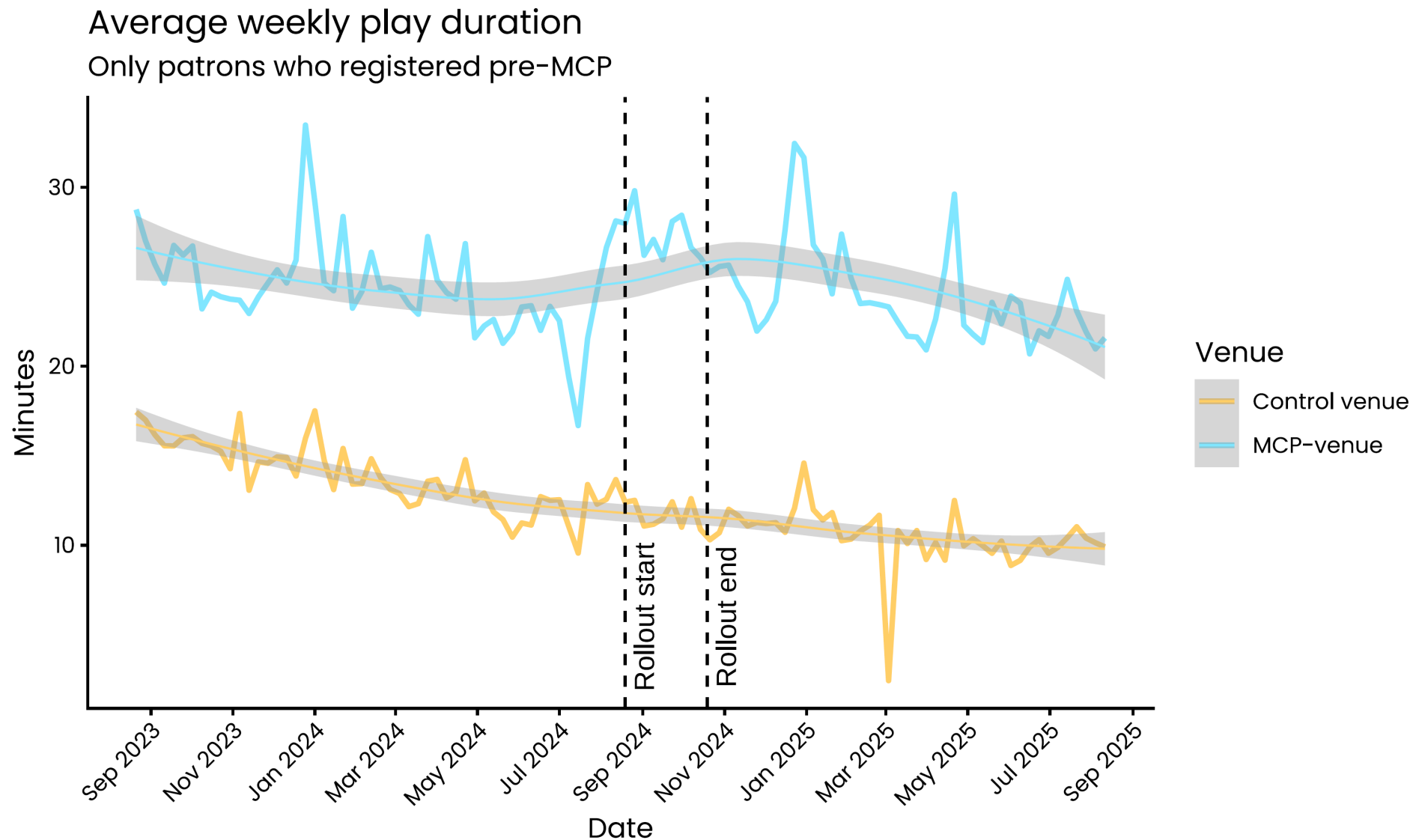


**Did existing customers change their
behaviour following the rollout of
MCP?**

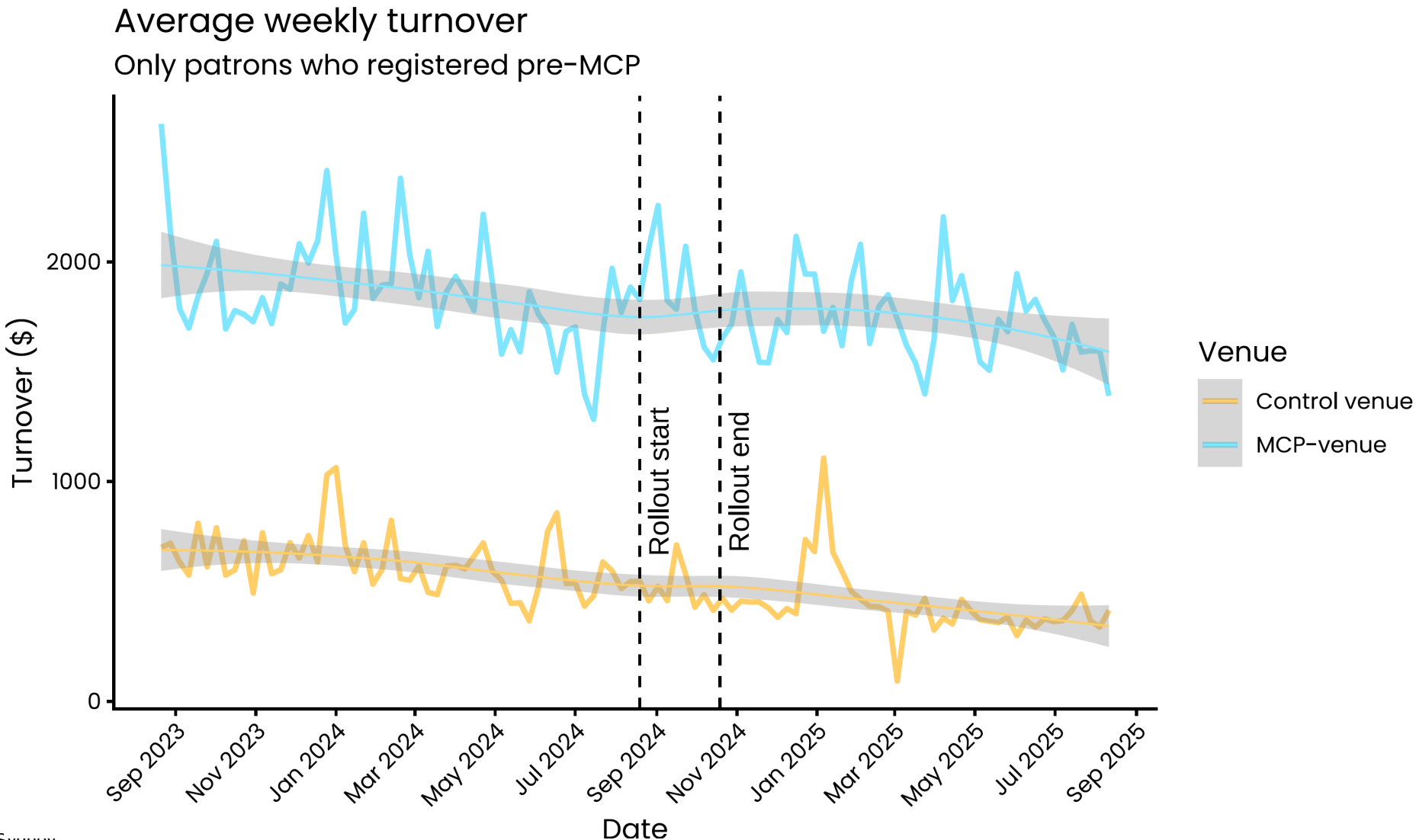
Did their number of recorded sessions change?



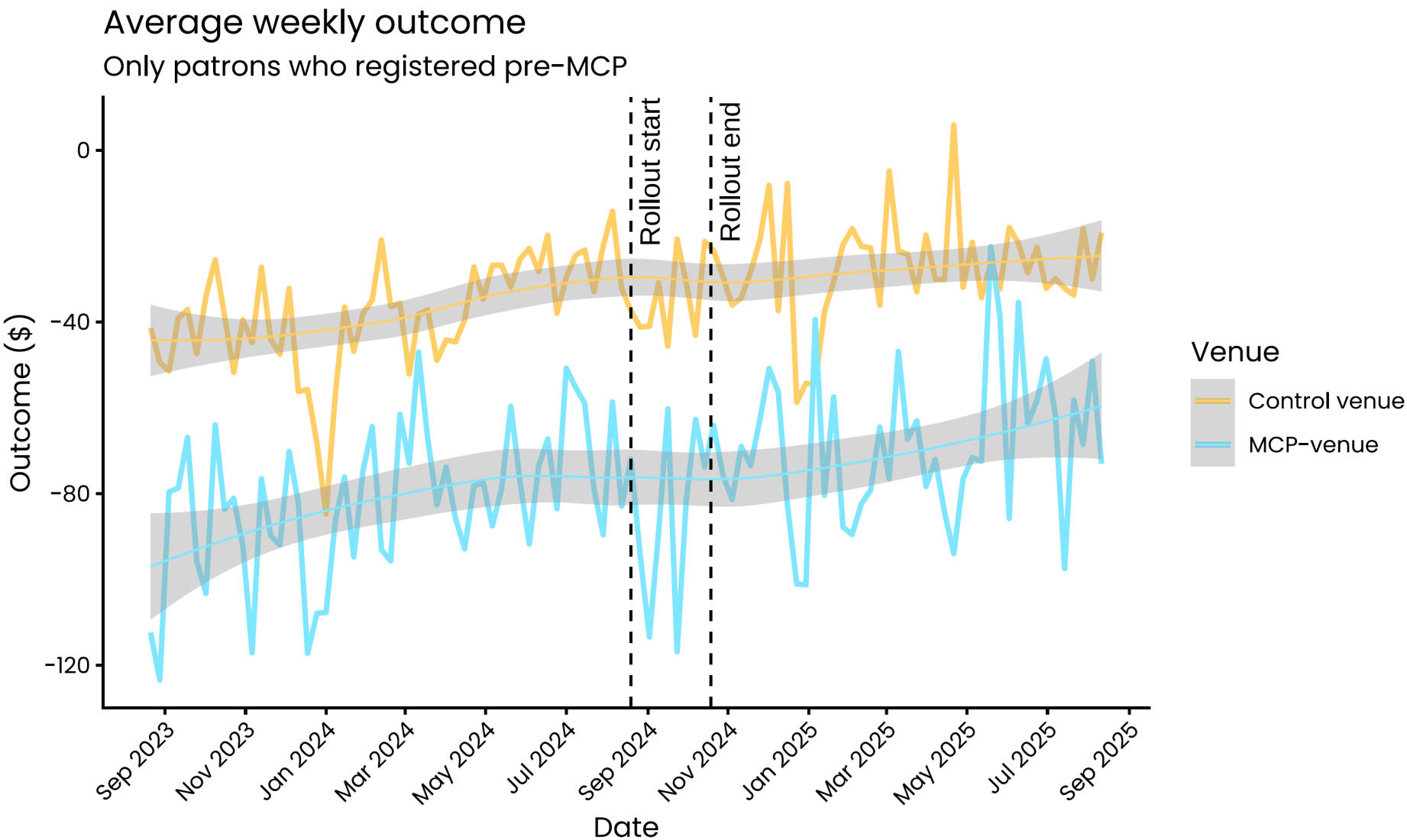
Did their average weekly playtime change?



Did their average weekly turnover change?



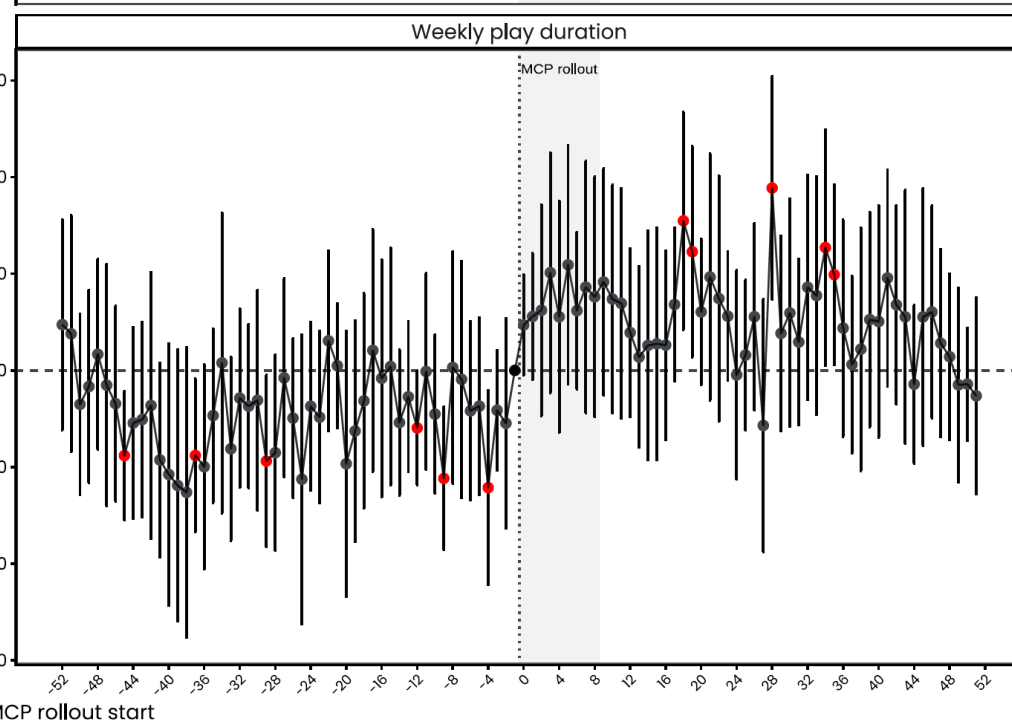
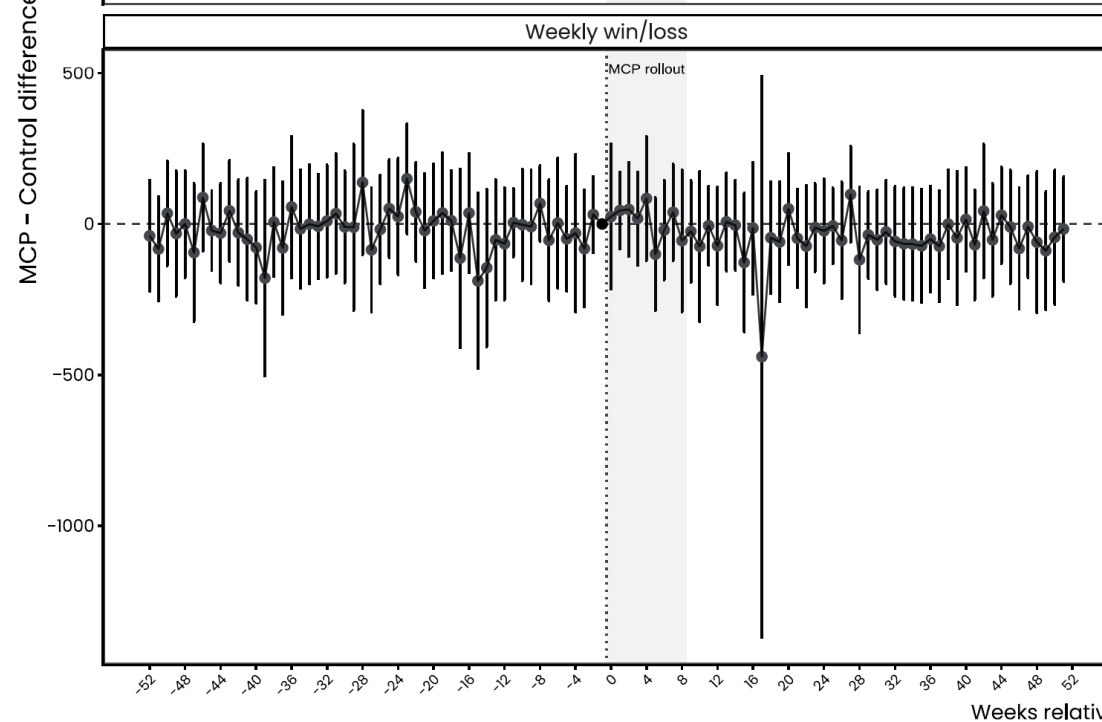
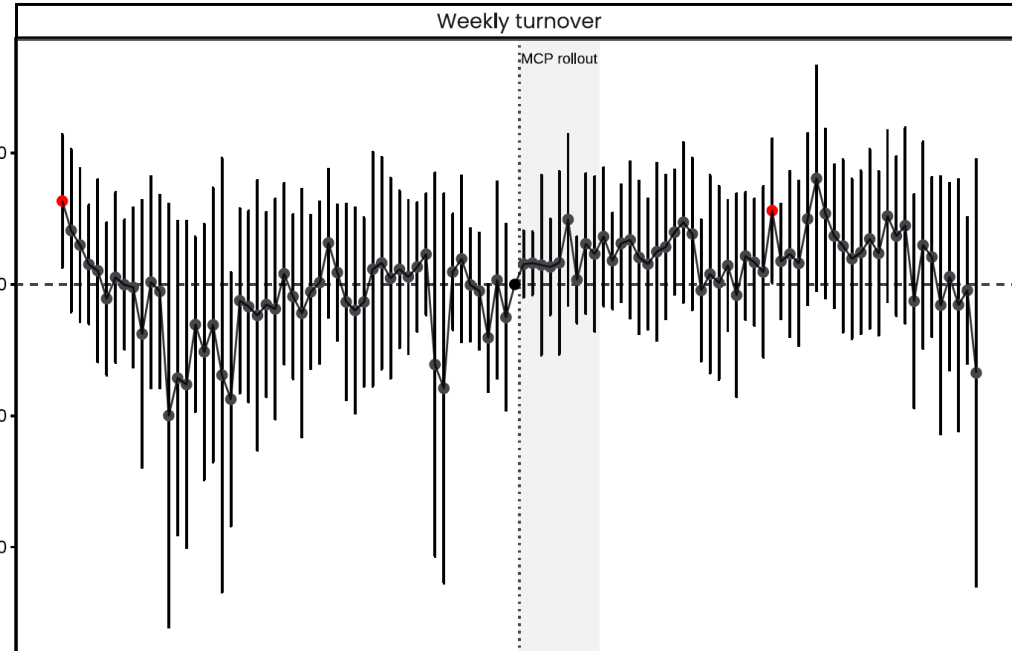
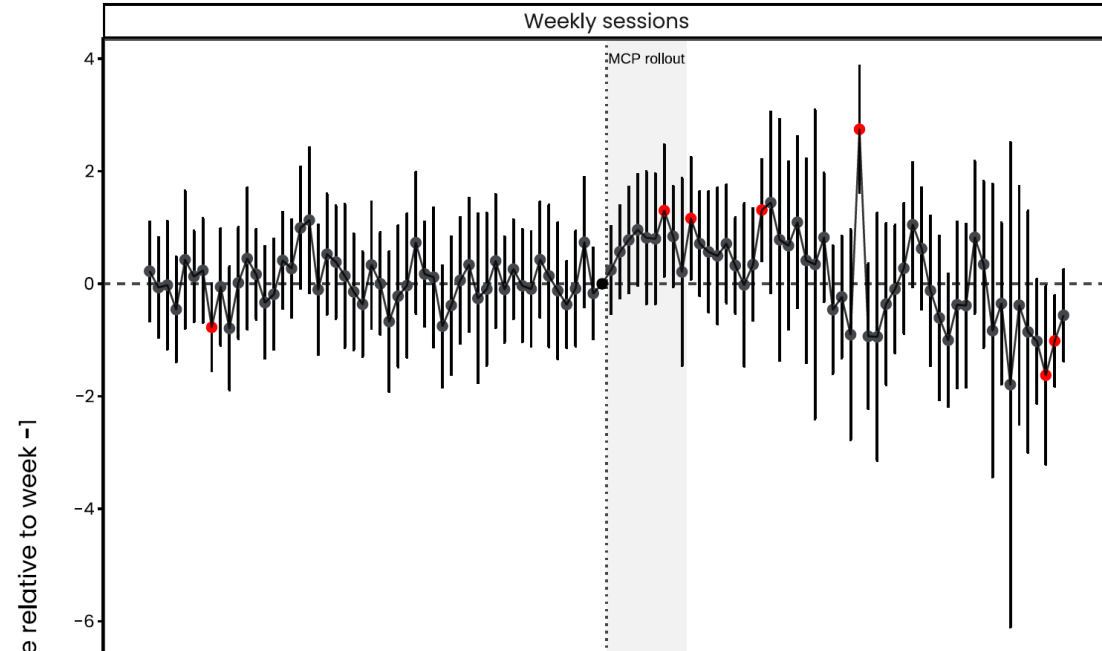
Did their average weekly turnover change?



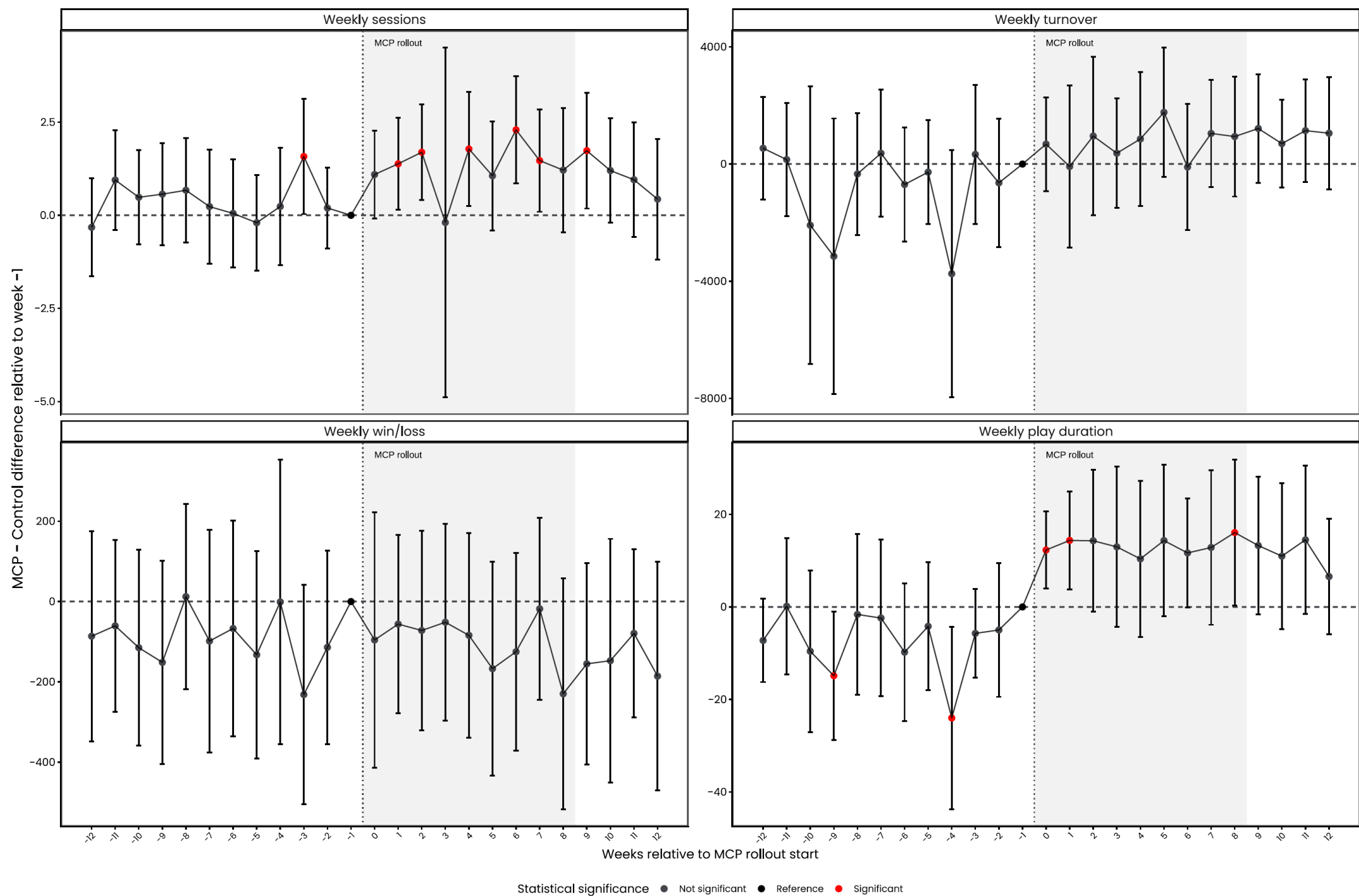
Event-study analyses: Difference-in-Differences modelling

Research Question: Did established customers (registered >12 months) who gambled before the rollout in the exposed venue change their behaviour following the rollout?

- Parallel trends assumption violated
- Entropy-balancing weighting to correct



Statistical significance ● Not significant ● Reference ● Significant



Key takeaways

- Introducing mandatory tracking appears to have led to increased monitoring of less involved customers
 - Did highly involved, previously untracked customers stop altogether??
- Visitation rates initially increased in the exposed venue (as expected) but...
- ... they decreased over the long-term more than the unexposed venue post-policy

Key takeaways

- Customers in the exposed venue may have changed their behaviour following the policy by:
 - Increasing average session durations
 - Recording more sessions

Next:

- Refine modelling and pre-event weighting
- Explore potential “spillover” effects
 - Did gambling spend move to local gambling venues in the state?

Questions?

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