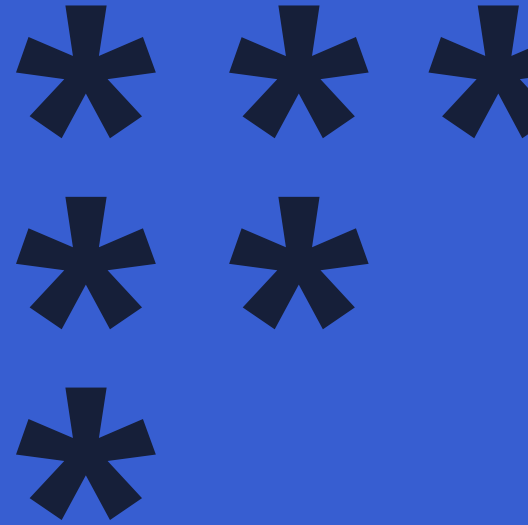


Gambling Help Line

Support for anyone impacted by gambling

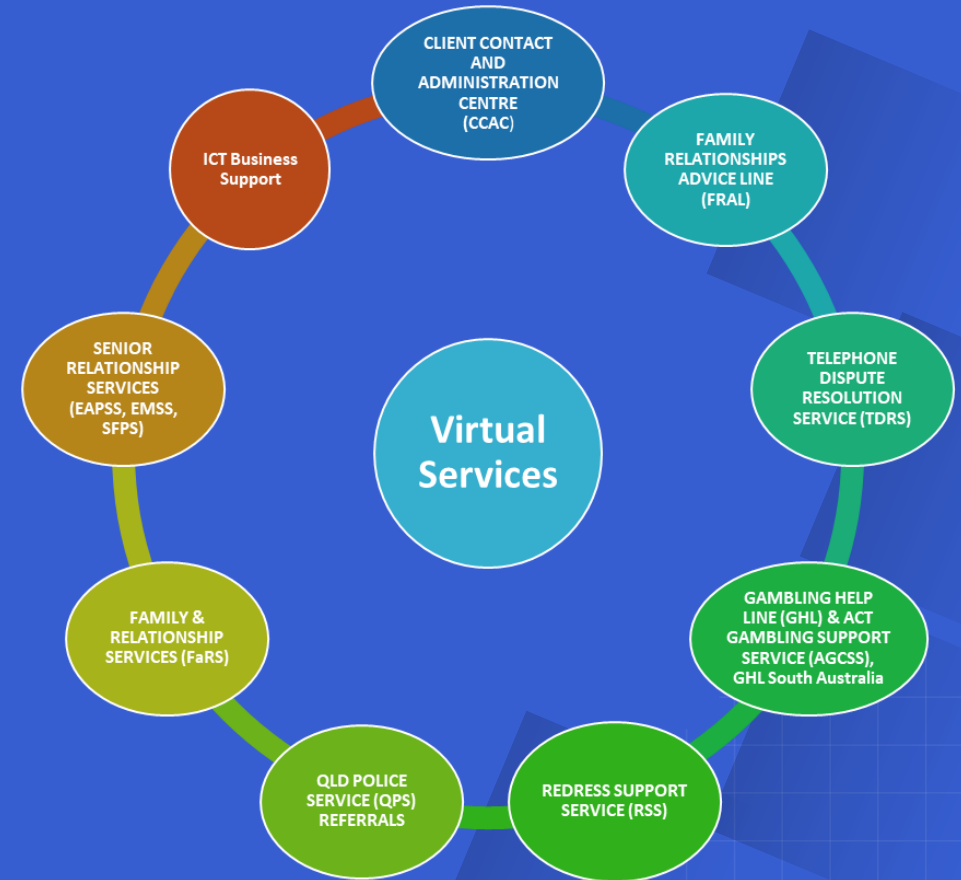


Presented by Joshua Ellis and Helen Poynten

Background information

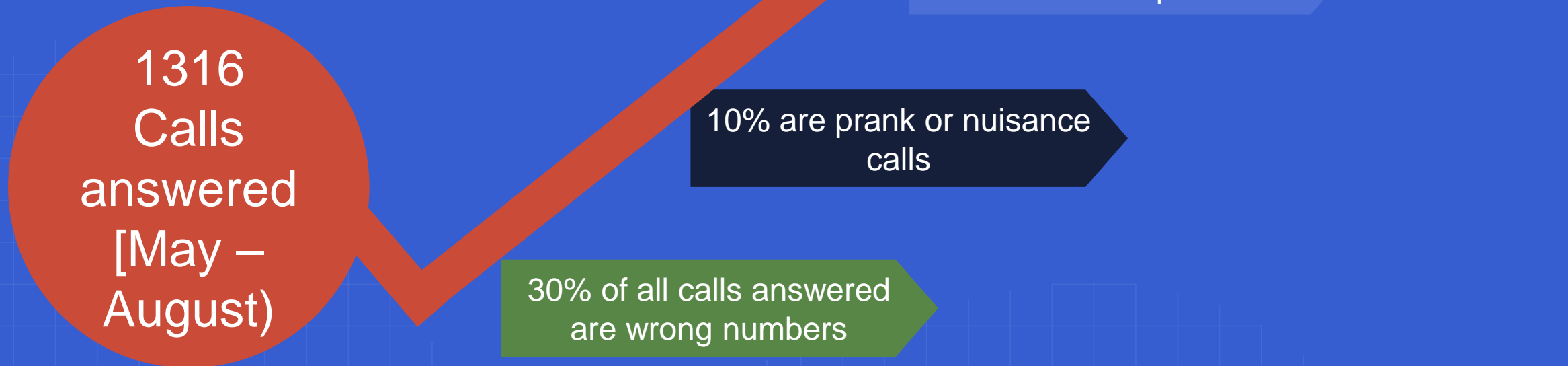
RELEVANT FACTS

- * Virtual Services is a team in RAQ of 93 people
- * Our team takes approx. 225k calls per year
- * Our workforce is made up of Contact Centre Professionals, Social Service Practitioners, Mediators, IT Professionals and Operations Staff
- * We are part of Relationships Australia Federation of charities
- * We are uniquely placed in Gambling Help as we oversee 3 different states Gambling Helplines



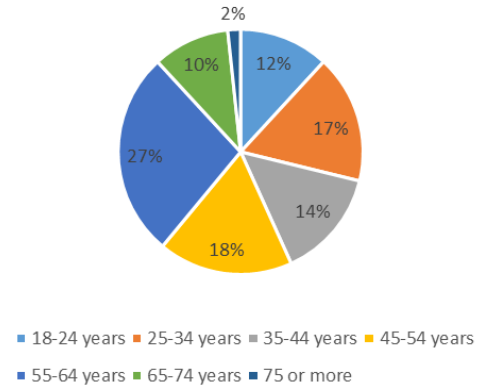
“We are a trusted, passionate team that care about the health and safety of our clients, with a relentless focus on making a positive difference at a time that it matters most.”

Since implementation of the service in May RAQ has see an average of 400 calls per month to the GHL line



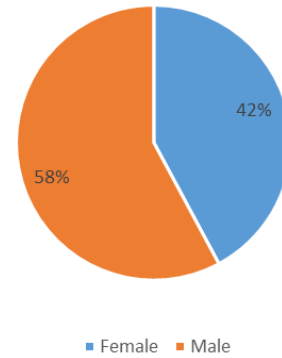
1

Age Demographics When Identified



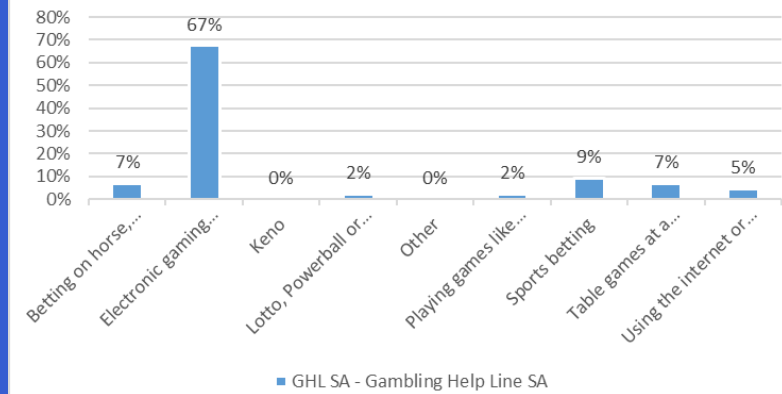
2

Gender Demographics



3

GHL SA - Gambling Help Line SA





"Can you help me place a bet?"

"I want to update my betting account details"



"What do you do?"

"How can you help?"

"Where is the nearest GA?"



"I'm worried about my son's gambling"

"My partner just told me they have gambled all our savings"



"My gambling is out of control"

"I'm feeling really depressed about my gambling"

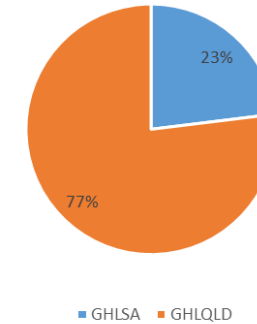


"I'm having urges to get back into betting again & needed to talk to someone"

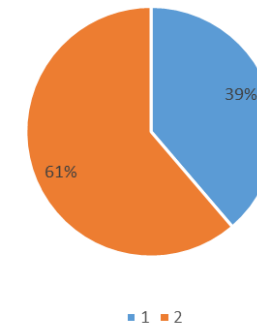
Highlights

- * QLD's larger population leads to over 3 times the amount of gambling clients that call the GHL line (Over 1000 calls per month)
- * Queensland has a higher disposition of Male callers when identified and captured
- * With the exception on "betting on horses" the gambling types are consistent between states with electronic gambling leading the way

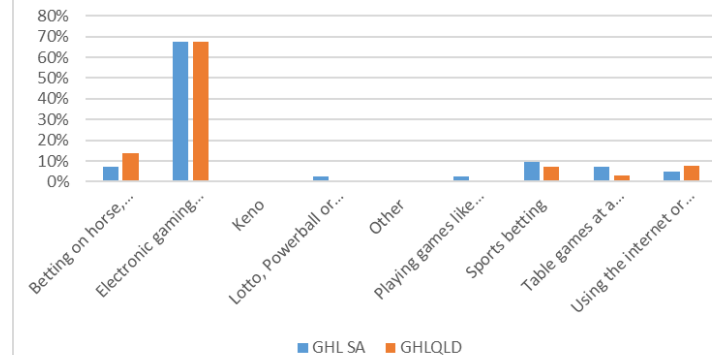
Number of Clients



GHL QLD



Gambling Types



- * Develop our CRM to capture data relevant to the contract without the need for free text
- * Continue to monitor call volumes and review call recordings for trends
- * Effectively resource plan for "Grand Final" Season



Questions