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Changing fortunes : past, present and future perspectives on the management of problem gambling by New South Wales registered clubs

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CHANGING FORTUNES: PAST, PRESENT AND
FUTURE PERSPECTIVES ON THE MANAGEMENT OF
PROBLEM GAMBLING BY NEW SOUTH WALES
REGISTERED CLUBS

by

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Abstract

The purpose of this study is to examine, from past, present and future perspectives how registered clubs in New South Wales (NSW), Australia strategically manage problem gambling in their machine gambling operations. Seven stages of research are presented and discussed in some detail. The final stage considers implications of key developments during 1998-1999 for the future management of problem gambling by NSW clubs. It was found that by the end 1999, the future direction of NSW in addressing problem gambling pointed toward a combination of legislation and self-regulation, under the leadership of the Registered Clubs Association of New South Wales. The thesis concludes by identifying seven key factors that emerged from the findings as influencing the way in which NSW clubs have managed problem gambling. These are presented as a theoretical framework with potential utility for future investigations of how organisations manage their social impacts.

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