

June 2015 – Report of the Auditor General

Chapter 5: Responsible Gambling and the Prevention and Treatment of Problem Gambling

Why we did this audit:

- Approximately 7,000 Nova Scotians experienced negative consequences related to gambling
- Almost 25 percent of Nova Scotians say they are aware of someone having gambling problems
- Government accepts responsibility to provide services to prevent and treat people with gambling issues

Overall Conclusions:

- Problem gambling prevention and treatment programs need better management
- Responsible gaming programs exist but evaluation could be improved
- We made 7 recommendations
- Entities agreed with all recommendations

What we found in our audit:

- No monitoring if prevention and treatment programs meet standards Health and Wellness developed
- Updated prevention standards under development since 2008 and still not approved
- No evaluation of whether the prevention and treatment programs are working effectively
- Lack of current data on rate of gambling
- Inadequate monitoring of problem gambling help line
- Improved marketing of the problem gambling help line took almost four years to put in place
- Information on gambling treatment is communicated to the public
- Government knows many people do not seek treatment but is not sure why
- Responsible gambling programs are consistent with an externally-established framework
- All options to replace My-Play did not have the same responsible gambling review
- Targets used to evaluate the effectiveness of responsible gambling programs are not supported
- Government does not monitor gambling on First Nations reserves to see if provincial laws and regulations are followed
- Government has not ensured that First Nations Bands participate in responsible gambling programs



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