Training Manual

SITHGAM201
Responsible Gambling Services
Section 1

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Definitions

Here are some terms you may come across during the course

**Gambling, Gaming and Wagering**

People often confuse the terms gambling and gaming or use them interchangeably when they’re speaking. The two terms are different:

- **Gambling** is the very broadest term. It refers to all situations where money is staked on an uncertain (chance) outcome, so it includes both gaming and wagering.
- **Gaming** refers to all forms of gambling except wagering.
- **Wagering** refers to bets placed with bookies on races, sports or other events (e.g. horse racing, greyhound racing, rugby league games).

One significant point to note is that when referring to problem gambling and responsible gambling in the material we are referring to all forms of legalised gambling (including wagering).

**CLO:** This means ‘Customer Liaison Officer’. Patrons can deal with this person with a potential gambling problem.

**EGM:** This means ‘Electronic Gaming Machine’

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Some Statistics

Electronic Gaming Machines (EGMs):

- A pub or tavern can have up to 40 EGMs.
- Electronic gaming machines account for 62% of gambling expenditure. They account for 75% to 80% of problem gamblers.
- Annual gaming machine losses per player average about $3,700 in New South Wales, $3,100 in Victoria and $1,800 in Queensland.
- Electronic gaming machines are the dominant source of gambling revenue. This is despite the fact that most Australians do not play them at all. (Specifically, 70% to 75% of adults surveyed indicated they do not use them in any given year).
- There were 198,300 electronic gaming machines in Australia in 2009.
- Annual revenue per electronic gaming machine was around $59,700 in 2008-09, with average revenue per venue around $2.1 million.

How Much?

- Total gambling revenue in 2008-09 in Australia was just over $19 billion.
- The industry structure has changed. In 1986-87, the gaming machine and casino share of spending on gambling was 40% but by 2006-07, that figure rose to 75%.
- Casinos derive 78% of their revenue from gambling, clubs gain 61% of their revenue and hotels 28%.
- The 12 biggest clubs in NSW had gaming machine revenue of $580 million in 2007.
• In 2008-09, gaming was provided by 5,700 pubs and clubs.

Your chances of winning:

• Odds of winning 1st division in Gold Lotto (1 game): 1 in 8,145,060
• Odds of winning top prize on a poker machine (playing maximum lines) up to 1 in 7,000,000
• Odds of winning 1st division in Powerball (1 game): 1 in 54,979,155
• Odds of picking the trifecta in a 13 horse race: 1 in 1,716
• Odds of winning the 10 number jackpot on Keno (1 game): 1 in 8,911,711

Some other types of gambling:

• Bingo
• Raffles
• Online Gaming
• Scratchies
• Casinos (tables and card games)
• The Stock Market

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Why do people gamble?

• They hope to win money
• They like the atmosphere & excitement of gambling venues
• For the social aspects (company)
• They believe in personal luck (gamble to “test their luck”)
• They want to ‘defy the odds’
• To get back the money they’ve lost (chasing losses)
• As a way to “escape” their everyday lives (e.g. boredom, isolation, stress or depression)

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The Benefits of Responsible Gambling

What is Responsible Gambling?

Responsible gambling is the provision of safe, socially responsible and supportive gambling environments where the potential for harm associated with gambling is minimised and people can make informed decisions about their participation in gambling.

It occurs as a result of the collective actions and shared ownership of individuals, communities, the gambling industry and government to achieve outcomes that are socially responsible and responsive to community concerns.

The potential benefits of gambling to individuals and the broader community may include:

• Individuals may win money in the short term
• Gambling may provide a stimulating (exciting) leisure activity for some people
• Gambling venues may provide a valuable social outlet for some people
• Gambling venues may provide local employment opportunities (create jobs)
Gambling venues may provide tourism opportunities (e.g. casino, hotel and conference centres)
Gambling revenue is used to fund essential public infrastructure and services (e.g. roads, hospitals, schools)
A proportion of gambling revenue is used to fund local community projects.
Help in building Suncorp Stadium
In their support for communities, clubs collectively donated $32.9 million in cash support and $12.0 million in non-cash (in-kind) support.
Most clubs provided other services such as live entertainment, function centres, sporting facilities and live sporting events.

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The Effects of Problem Gambling

What is problem gambling?

Problem gambling is characterised by difficulties in limiting money and/or time on gambling which leads to adverse consequences for the gambler, other, or for the community.

Or, we can also say, Problem Gambling occurs when gambling causes problems for the individual, their families or friends or social network or for the broader community.

Effects on the Individual

- stress
- depression and anxiety
- suicide
- financial hardships (inability to pay bills, debts, asset losses and bankruptcy)
- legal problems such as theft and crime.

Effects on Family and friends

- grief, stress
- domestic violence
- relationship breakdown
- family neglect
- loss of household income.

Effects on Work and study

- job loss
- absenteeism and poor performance.

Effects on Finance/Economy

- reduced productivity
- increased pressure on Government funds (e.g. cost of funding support services).

Effects on Community

- costs of criminal behaviour
- increased pressure on legal and social services
- unemployment
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The Effects of Problem Gambling - Ripple Effect Theory

Potential impacts can spread from the gambler to affect the gambler’s family, their friends, their employers or the general community. This is known as the ripple effect theory.

Research into ripple effect theory suggests that the behaviour of a problem gambler may potentially impact another five to ten (10) other people in their family/social circles.
Recognising possible signs of problem gambling

<table>
<thead>
<tr>
<th>Signs</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faulty cognition</td>
<td>Player reports having a perception of chances of winning which is apparently unrealistic.</td>
</tr>
<tr>
<td>Loss of control</td>
<td>Player reports:</td>
</tr>
<tr>
<td></td>
<td>• Having a problem with gambling</td>
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<td></td>
<td>• Having tried unsuccessfully to stop gambling or</td>
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<td></td>
<td>• Spending too much time gambling.</td>
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<td></td>
<td>• Player is observed:</td>
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<td></td>
<td>• Threatening or causing physical harm to others or self</td>
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<td></td>
<td>• Selling valuables to gamble</td>
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<td></td>
<td>• Behaving in an aggressive manner towards property.</td>
</tr>
<tr>
<td>Negative impacts of gambling</td>
<td>Player reports:</td>
</tr>
<tr>
<td></td>
<td>• Having lost a significant relationship due to gambling</td>
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<td></td>
<td>• Having lied to others to hide their gambling</td>
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<td></td>
<td>• Having lost a job due to gambling</td>
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<td></td>
<td>• Third party (e.g. a family member or another patron) reports</td>
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<td></td>
<td>the patron is gambling instead of fulfilling family responsibilities (e.g. picking children up after school)</td>
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<tr>
<td></td>
<td>• Trying to borrow or “scam” money for gambling from others (e.g. other patrons).</td>
</tr>
<tr>
<td>Use of alcohol or drugs while gambling</td>
<td>Player is observed as being unduly intoxicated or under the influence of drugs while gambling.</td>
</tr>
<tr>
<td>Depression or thoughts of suicide</td>
<td>Player reports they are suffering from depression and/or have thoughts of suicide due to gambling.</td>
</tr>
<tr>
<td>Involvement in multiple simultaneous gambling activities</td>
<td>Player is observed to be participating in three or more gambling activities simultaneously (e.g. playing three or more gaming machines at a time).</td>
</tr>
<tr>
<td>Personal remorse</td>
<td>Player reports:</td>
</tr>
<tr>
<td></td>
<td>• Losing household money on gambling (e.g. money that was to be used to buy groceries, pay the rent, or pay rates or electricity bill)</td>
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<tr>
<td></td>
<td>• Selling valuables to gamble</td>
</tr>
<tr>
<td></td>
<td>• Borrowing money to live due to gambling</td>
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<td></td>
<td>• Being unable to meet loan repayments due to gambling</td>
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<td></td>
<td>• Depending on others to repay their gambling debts</td>
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<tr>
<td></td>
<td>• Having committed illegal acts due to gambling (e.g. stealing or fraud or domestic violence).</td>
</tr>
</tbody>
</table>
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Types of Gamblers

There are 2 types of gamblers:

1. Gamblers who will directly affect family, friends, accounts and retirement
   - Problem Gambler
   - Compulsive Gambler
   - Binge Gambler
2. Gamblers who will not directly affect family, friends, accounts and retirement
   - Professional Gambler
   - Frequent(Heavy) Gambler
   - Social Gambler

Social (recreational) gamblers

- Most gamblers are social gamblers. Gambling is one of many forms of entertainment they engage in and it is not their main recreational activity.
- Gambling episodes are usually infrequent, but there may be some regular activity as well (e.g., a monthly poker game, an occasional vacation to Vegas, a weekly or even daily lottery ticket).
- Gambling does not result in any negative life-consequences.

Frequent (heavy) gamblers

- Gambling is an important part of their lives and would be missed if they could not engage in it.
- There may be an intense focus on a single form of gambling (e.g., horse racing, poker, sports betting).
- However, there is no loss of control over wager amount or frequency. No financial strain due to gambling.
- Money for retirement, family, health, etc. is not being diverted for gambling.
- Money is not borrowed from any source (including credit cards).
- Wager size is responsible and reasonable for the person’s income.
- Relationships with family members and friends are not diminished due to time spent gambling.

Problem Gamblers

Gambling results in at least one negative consequence to the gambler or person in their life. This would include:

- Relationship problems.
- Using money to gamble that should be otherwise allocated to other things.
- There might be family discord regarding the time or amount spent gambling.
- The gambling may diminish work performance or ability to focus on work fully.
- Long term goals and ambitions are sometimes replaced by gambling
- Problem gamblers may deny that any problem is occurring despite the observations of others.
- There may be attempts to hide or minimize gambling behaviour.

Compulsive Gamblers

- This is the only ‘type’ of gambler that has been fully defined by the American Psychiatric Association as a mental disorder.
- Usually has had at least one financial bailout from a friend, family member, maxed out credit cards or taken out loans from financial institution, unless they are affluent. Although some pathological gamblers never have had a bailout.
- Compulsive gamblers share some of the symptoms that are evidenced in problem gamblers (see above list).
- There may be attempts to justify, rationalize, hide, and/or minimize their behaviour to others.
- Wins are usually ‘re-invested’ into more gambling.
- Wager size increases over time (measured usually in years).
Binge Gambler

- Frequency of gambling episodes are periodic rather than consistent
- Long periods of no gambling are followed by binges that can be very costly financially, emotionally and damaging to relationships.
- There is an illusion of being in control. This illusion is a function of the ability have extended periods of not gambling.
- The relapse cycle is often triggered by a perceived ‘surplus’ of money, while the binge cycle typically ends after a huge loss.

Professional Gambler

- Professional gamblers are the rarest form of gambler. They depend on games of skill, rather than luck to make money. They have full control over the time, money and energy they spend on gambling.
- Rarely lose control when placing bets.
- Gambling is methodical and planned (e.g., a professional horse gambler may not bet on every race).
- Maintain discipline and refrain from impulsive betting
- Accept financial losses without chasing to win them back.
Section 2

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Code of Conduct - Harm Minimisation

The community, industry and government work together to address issues related to gambling and to foster an environment of responsible gambling and minimising harm from gambling.

The industry has established the Responsible Gambling Code of Conduct. The purpose of the Code of Conduct is to create a responsible gambling environment to minimise harm to gamblers, their families and the community.

Here are the policies that a venue must adhere to:

- Gambling providers are to nominate a person to perform the customer liaison (CLO) role and who is trained to assist problem gamblers.
- Gambling providers are to provide exclusion procedures and supporting documentation.
- Gambling providers must offer contact information for gambling-related support services to customers who seek exclusion. Minors are prohibited from gambling.
- Service of alcohol on gambling provider’s premises is managed in such a way as to encourage customers to take breaks in play.
- Customers who are unduly intoxicated are not permitted to continue gambling.
- Gambling providers must implement practices to ensure that customers are made aware of the passage of time.
- ATMs are not to be located in close proximity to designated gambling areas, or in the entry to gambling areas, where safe and practicable.
- Gambling providers are not to provide credit or lend money to anyone for the purpose of gambling.
- Advertising must not be false, misleading or deceptive, and must not include misleading statements about odds, prizes or chances of winning.

Here are some Harm Minimisation principles that venues use to help gamblers:

- Visible clocks
- Natural light
- Free tea and coffee
- No service to machines
- Do not serve intoxicated patrons
- Written house policy for RSG
- All staff RSG trained
- All staff RSA trained
- Gambling hot line numbers
- Visible signage for no minors gaming area
- Offer break in plays

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Code of Conduct - Information & Documents

Each gambling provider must provide information to ensure that customers can make informed decisions about their gambling. Below is a list of the information that needs to be displayed:
• Responsible gambling statement
• Responsible gambling policy document
• Responsible gambling signs (risks of gambling and where to get help)
• Game rules (and the nature of the gambling products at your venue)
• Odds of winning (and returns to players)
• Exclusion mechanisms
• Complaint resolution mechanisms

Meaningful and accurate information on the odds of winning major prizes is prominently displayed in all gambling areas and in proximity to relevant games.

**Responsible Gambling Statement**
A venue’s Responsible Gambling Statement is a written statement of a venue’s commitment to help customers with problem gambling. It must be clearly displayed in a venue.

**Responsible Gambling Policy**
A venue’s Responsible Gambling Policy is information about how a venue addresses local problem gambling issues.

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**Code of Conduct - Physical Environment**

Physical practices of a safe and supportive gambling venue environment

<table>
<thead>
<tr>
<th>Venue Feature</th>
<th>Explanation/Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment is positioned appropriately</td>
<td>ATMs, EFTPOS devices, and change machines are positioned AWAY from gambling areas.</td>
</tr>
<tr>
<td>Venue environment is safe for patrons all of the time</td>
<td>Regular safety audits should be conducted to ensure the physical practices are maintained.</td>
</tr>
<tr>
<td>Minors are <strong>prohibited</strong> from gambling</td>
<td>All staff will prohibit minors from gambling and enforce that no minors are permitted in designated gambling areas. Please Note: In Queensland, minors are permitted to play two types of gambling products, namely: bingo (unless alcohol or a gambling product forms part of a prize) lucky envelope games (unless the ticket is a Scratch-it type ticket or there is alcohol or a gambling product included as a prize).</td>
</tr>
<tr>
<td>Minors are <strong>prohibited</strong> from designated gambling areas</td>
<td>Signs advising patrons that minors are prohibited from the designated gambling area should be clearly displayed.</td>
</tr>
<tr>
<td>The service of alcohol is managed in such a way as to encourage patrons to take breaks in play</td>
<td>Venues should consider:</td>
</tr>
<tr>
<td></td>
<td>• requiring all drinks to be purchased from the bar</td>
</tr>
<tr>
<td></td>
<td>• not offer discounted drink promotions to patrons who are gambling.</td>
</tr>
<tr>
<td>Patrons who are unduly intoxicated are <strong>NOT</strong> permitted to continue gambling</td>
<td>All venue staff should be trained in the responsible service of alcohol to assist in the early detection of the signs of undue intoxication.</td>
</tr>
<tr>
<td>Venues offering adjunct child care</td>
<td>The facilities must provide safe and suitable standards of care in accordance with relevant child care legislation.</td>
</tr>
<tr>
<td>Staff working in gambling areas are <strong>NOT</strong> to encourage gambling patrons to give them gratuities (tips)</td>
<td>Venue staff should be trained in ways to politely decline the offer of gratuities (tips) from gamblers.</td>
</tr>
</tbody>
</table>
Venues implement practices to ensure that patrons are made aware of the passage of time.

Gambling areas should have clearly visible clocks and, where possible, ensure there is plenty of natural light.

Venues implement practices to ensure that patrons are discouraged from participating in extended, intensive and repetitive play.

Venues should use a combination of methods that require a player to take breaks in play, such as:

- offering tea and coffee facilities in another room
- not having a drinks service in the gaming area

Additionally, it should not be possible for patrons to wedge cards into the gaming machine buttons causing the machine to spin continuously without the patron having to press the button for each spin.

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Code of Conduct - Signage

Government Signage must be available to patrons at any venue.

‘Gambling too much?’ is a government strategy which seeks to remove the stigma attached to problem gambling and drive behaviour change. These signs must be permanently displayed in gaming room, where the sale or redemption of gaming tokens takes place; near ATM.

For free advice call 1800 858 858

‘Gambling too much’ take away cards encourage people to seek counselling assistance, explore self-help options or undertake self-exclusion measures. These cards/brochures must be available at all times for customers from a discreet location. E.g. ATM, cashiers cage or next to gaming machines.
Bet I can land on the help guide before you. Bet you can’t.

Gambling too much?

They say Aussies will bet on anything. Even two flies climbing up a wall. Any wonder some of us can get in over our head.
A little guide can help.
Please take one.

Call the Gambling Helpline
1800 858 858 or visit
www.gamblinghelponline.org.au
An ‘Information Display Board’ is used to raise awareness of the customers on the odds of winning and the availability of other information. The sign is to be displayed in a prominent position where it is easily visible to customers.
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Code of Conduct - ATMs & Financial Information

Key points:

- The venue’s financial transactions policy document should outline the financial practices at the venue and should be made available to any patron upon request.
- ATMs are not to be located in close proximity to, or in the entry of gambling areas.
- ATMs should not allow patrons to access cash advances on their credit card account (ATM should only allow access to savings or cheque accounts).
  - Large wins, above the approved cheque clearance limit for the venue, must be paid by cheque. Part payments of cash and a cheque to the total win amount are permitted.
- Patrons cannot cash a winner’s cheque at the venue for at least 24 hours (or 1 working day) after that win.
- Unless a patron has made a prior arrangement with the venue, they cannot cash the following types of cheque:
  - cheques not made payable to the venue
  - cheques not made payable to the patron presenting the cheque
  - multiple cheques.
- Under no circumstances can credit betting take place (i.e. the venue cannot lend money to a patron to gamble).

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Code of Conduct - Advertising & Promotions

The code of conduct outlines thirteen practices which ensure advertising and promotions are delivered in a responsible manner:

1. Complies with the Advertising code of Ethics as adopted by the Australian Association of National Advertisers
2. Is not false, misleading or deceptive
3. Does not implicitly or explicitly misrepresent the probability of winning a prize
4. Does not give the impression that gambling is a reasonable strategy for financial betterment
5. Does not include misleading statements about odds, prizes or chances of winning
6. Does not offend prevailing community standards
7. Does not allow gambling to dominate, where there are other activities to promote
8. Is not implicitly or explicitly directed at minors or vulnerable or disadvantaged groups
9. Does not involve any external signs advising of winnings paid (exemption exists for Golden Casket lottery agents - newsagents are allowed to advertise Lotto division results outside their shops)
10. Does not involve any irresponsible trading practices by the gambling provider
11. Does not depict or promote the consumption of alcohol while engaged in the activity of gambling
12. Has the consent of the person prior to publishing or causing to be published anything which identifies a person who has won a prize
13. Where appropriate, positive responsible gambling messages are incorporated in advertising and promotion.

It is illegal for gambling providers to send promotional or advertising material to persons excluded from their venue either because of a self-exclusion order or an exclusion direction.

A penalty of up to $4,000 currently applies if this is breached.

Your role as a staff member is to:

- Be able to provide information to patrons (e.g. answer patrons’ queries) on your venue’s responsible gambling advertising and promotional policies
- Bring any patron’s query that cannot be answered to the attention of the venue’s CLO (i.e. actively seeking the CLO’s advice or guidance on the matter)
• Ensure that the venue’s advertising and promotional policies are correctly implemented at the venue
• Bring a breach situation to the attention of the venue’s CLO.
Section 3

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Staff Roles - Customer Liaison Officer

A Customer Liaison Officer is nominated by a venue to undertake three key responsibilities:

- Provide appropriate information to assist patrons with gambling-related problems
- Support staff in providing assistance to those patrons
- Provide assistance to staff with gambling-related problems.

Their role is to:

- Discuss the issue with the gambler
- Give them hot line numbers
- Tell them about self-exclusion or venue exclusion
- Fill out the paper work and document all relevant information and send to OLGR
- Get a photograph of the patron
- Inform all staff of who the person is

All venue staff needs to know where information is displayed in the venue, what information is available upon request and what information is contained in each document. The CLO will be able to support you to discover this information.

When a request for information from a patron of a particularly sensitive nature (e.g. they confide in you that they have a gambling problem) refer the matter to your venue’s CLO for advice/guidance.

Note: Wherever possible, before referring an issue to the CLO, try to explain to the patron your reasons for doing so and obtain their permission.

Patrons having trouble with problem gambling can sometimes adversely affect a staff member’s emotional state, particularly if the staff member knows the patrons. As well, staff members may become problem gamblers themselves (e.g. staff may gamble excessively at other venues). The venue CLO should be consulted in this event and is responsible for ensuring the affected staff members receive the professional support and assistance they require, such as from the Gambling Help Service system.

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Staff Roles - Other Staff

What the venue staff should do

If a patron is observed or a patron reports displaying a number of the signs of being a problem gambler, venue staff should:

- Provide the patron with information about the role of the venue’s CLO and the local Gambling Help Services
- Provide the patron with information about the self-exclusion services that are available at the venue, in a supportive and respectful manner
- Refer the patron to the CLO if they seem willing to discuss the matter with the CLO
- Advise the CLO or appropriate person of the patron’s situation at the earliest opportunity
- Protect the patron’s identity (respect the patron’s right to privacy) at all times
Note: if the customer has approached the staff member then it is recommended that the staff member stay with the gambler during the meeting with the CLO as they feel comfortable with the staff member they approached.

If a patron refuses to proceed with self-exclusion, the CLO should complete the Gambling-related incident report. The CLO should evaluate the situation and determine if further action is required. Such as active monitoring program should be initialised or a venue-initiated exclusion should be implemented.

What the venue staff should NOT do!
If a patron is observed (or a patron reports) a number of the problem gambling signs, the following should not occur:

- Make assumptions and project their own beliefs or opinions onto the behaviour of patrons (e.g. how much time and money they would spend gambling)
- Approach someone who may be showing signs of problem gambling and seek to find out more about their personal circumstances
- Try to be a counsellor to someone who is distressed
- Persist with providing information after the patron has declined such information
- Become involved in third party scenarios (e.g. try to mediate during regular arguments between a patron and members of their family).

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Exclusions

'Excluding a patron' means prohibiting a person from specific gambling products, services or the gambling areas of a particular gambling venue. In other words, a patron may be 'excluded' (banned) from playing particular gambling products at the venue or from entering all or part of your venue.

There are two types of exclusion:

- Self-exclusion
- Venue-initiated exclusions (exclusion direction)

<table>
<thead>
<tr>
<th>Time frame</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>24-hour cooling off period</td>
<td>Applies only to self-exclusions. If a patron changes their mind within 24 hours of exclusion order being issued then a revocation notice - self-exclusion is to be completed and submitted to the venue within the 24-hour time limit.</td>
</tr>
<tr>
<td>5 years maximum period</td>
<td>If no application to revoke the exclusion is received then any exclusion stays in place for a maximum of 5 years then it automatically lapses (expires).</td>
</tr>
<tr>
<td>12 month minimum period</td>
<td>Once exclusion takes effect, the excluded patron must wait a minimum of 1 year (12 months) before applying for their exclusion to be revoked (lifted).</td>
</tr>
<tr>
<td>1 revocation application per year</td>
<td>After the 1 year (12 months) minimum period, the excluded patron can apply to revoke their exclusion - but a patron may submit only one revocation notice or application per year, starting at the first year anniversary of the order or direction.</td>
</tr>
<tr>
<td>28 days for venue to act upon revocation notice - self-exclusion</td>
<td>Where a patron applies to have self-exclusion revoked, the venue must act upon that revocation notice - self-exclusion within 28 days or the exclusion automatically lapses after this 28-day period.</td>
</tr>
<tr>
<td>28 days for venue to act upon venue initiated exclusion revocation notice</td>
<td>Where the excluded patron applies to have venue-initiated exclusion revoked, the venue must provide the patron with a revocation notice &amp; conditions of re-entry within 28 days or the exclusion direction remains in place.</td>
</tr>
<tr>
<td>Appeal process if exclusion direction revocation is refused</td>
<td>Where a licensee refuses an application to revoke an exclusion direction, the patron may appeal this decision. Details regarding rights of appeal must be provided to the patron with their information notice (exclusion direction) [form 3(i)] at the time of the exclusion direction or decision to refuse to revoke the exclusion direction.</td>
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</tbody>
</table>
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Exclusions - Self-Exclusion

A person may give a licensee a notice in the approved form (a self-exclusion notice) asking the licensee to prohibit them from entering or remaining in all or part of the licensed premises.

Upon receipt of the self-exclusion notice, the licensee must as soon as practicable give the person a self-exclusion order and details of at least one counselling service for problem gamblers.

A self-exclusion order has effect for the period starting when it is given to the person and ending five years after the day the order is given to the person or when a revocation notice for the order takes effect.

Steps to implementing a self exclusion:

- Step 1: Patron requests to be excluded. Patron provided with Gambling Help Service information.
- Step 2: CLO outlines self-exclusion process to patron.
- Step 3: CLO issues patron with Exclusion Notice to complete.
- Step 4: CLO issues patron with Exclusion Order. Patron has 24-hour cooling off period.
- Step 5: Exclusion comes into effect. CLO to document this fact on the Register of Excluded Persons.
- Step 6: Exclusion enforced until it is revoked or it lapses (after 5 years).

Self Exclusion Process Flow Chart:
Customer approaches venue regarding a problem with gambling.

Customer liaison officer (CLO) provides customer with information on self-exclusions and problem gambling support services. Does the customer wish to proceed with self-exclusion?

Yes

CLO provides customer with (Form 3A) Self-exclusion notice. Customer completes form and provides it to CLO with a recent photo.

CLO provides customer with (Form 3B) Exclusion order. CLO records details in (Form 3G) Register of excluded Persons.

If customer seeks to revoke self-exclusion order within the 24 hour cooling-off period, refer to Revocation process flowchart.

If customer breaches Exclusion order, CLO provides completed (Form 3H) Notice of contravention of exclusion order/direction to OLG. 

No

CLO completes Gambling-related incident report. CLO evaluates risk and determines appropriate action. Should the customer be excluded by the venue?

Yes

CLO processes (venue-initiated) exclusion direction. Refer to Venue-initiated exclusion flowchart.

If consent given, customer may be placed on an active monitoring program for a minimum period of 6 months to determine if customer is at risk and whether a (venue-initiated) exclusion direction should be explored.

Refer to Venue-initiated exclusion flowchart for further information.

No

CLO completes Gambling-related incident report. CLO evaluates risk and determines appropriate action. Should the customer be excluded by the venue?
Exclusions - Venue Initiated Exclusions

If a licensee believes on reasonable grounds a person is a problem gambler, the licensee may give the person a notice in the approved form (an exclusion direction) prohibiting the person from entering or remaining in all or part of the licensed premises.

If the licensee serves the person with an exclusion direction, an information notice for the direction must accompany it.

An exclusion direction has effect starting when it is given to the person and ending five years after the day the direction is given to the person unless:

- the decision to give the direction is set aside on appeal
- a revocation notice for the direction takes effect.

Excluding a patron is more likely to succeed when the patron recognises or accepts the need to abstain from gambling - so the CLO may discuss with a patron the preferable option of a self-exclusion before proceeding with a venue-initiated exclusion. The CLO may suggest that the patron consent to have their gambling activities monitored under the active monitoring program (form 3q) for a predetermined period.

Steps to implementing a venue-initiated exclusion:

- Step 1: Venue becomes aware of issue (e.g. advised by third party or perhaps staff member). Venue may decide to exclude. CLO to document the decision and reasons for the decision.
- Step 3: Active monitoring process of patron at venue. Venue decides to issue a venue initiated exclusion.
- Step 4: CLO issues patron with Exclusion Direction.
- Step 5: Exclusion comes into effect. CLO to document this fact on the Register of Excluded Persons.
- Step 6: Exclusion enforced until it is revoked or it lapses (after 5 years).
Venue-Initiated Exclusion Process Flow Chart:

Third party (e.g., family/friend/colleague) approaches venue about a customer’s gambling behaviour.

Customer liaison officer (CLO) determines third party’s relationship with customer and whether third party is acting in the best interests of customer.

CLO evaluates evidence and determines appropriate action.

If third party’s concerns appear genuine, CLO engages customer to discuss these matters and advise of exclusion options.

Is exclusion appropriate in this circumstance? It may be appropriate to refer the customer to a gambling help provider before making this decision.

Staff within the venue observe a customer who may have a gambling problem.

Record in Gambling-related incident report.

If consent is given, customer may be placed on an active monitoring program for a minimum period of 6 months to determine if the customer is at risk.

Does the active monitoring program show that the customer has a gambling problem?

Yes

No further action required. Record these findings.

No

Is the customer willing to self-exclude?

Yes

CLO issues (venue-initiated) exclusion direction. CLO completes and serves a completed (Form 3D) Exclusion direction and (Form 3I) Information notice – exclusion direction on the customer and provide a list of gambling help services.

Refer to Self-exclusion flowchart.

No

Record exclusion in (Form 3G) Register of excluded persons and any notes in the Gambling-related incident report.
Section 3 ► Slide 6

Exclusions - CLO Responsibilities

The CLO is responsible for ensuring:

- The patron is provided with contact details of the local Gambling Help Service provider for counselling
- The assistance of the local Gambling Help Service provider is sought (e.g. the CLO may contact the local Gambling Help provider and discreetly request advice or guidance, asking general questions relating to the situation and not disclosing the patron’s identity at this stage)
- The exclusion documentation (exclusion notice, order or direction) is correctly completed
- The excluded person is fully aware of the terms of the exclusion, the products they are barred from using and the areas they are not allowed to access during the period of the exclusion
- The excluded person receives support and assistance in excluding themselves from other venues, where feasible
- The exclusion is documented (e.g. an incident report is completed if an excluded person enters the venue) and noted in the venue register. The venue register should contain details of all excluded patrons and any breaches. Contraventions are to be reported to OLGR immediately
- That excluded persons are removed from mailing lists to stop correspondence or promotional material being sent to them.

The CLO, supervisor or manager may become aware of a patron’s potential problem with gambling in one of three ways:

- A patron requests they be excluded from the venue
- A family member (or close friend) of the patron may approach staff at your venue and indicate that the patron has a problem with gambling
- A staff member may observe or report possible signs of problem gambling on the part of a particular patron.

The request for information on how to self-exclude by a patron represents an enormously important and courageous step on their part. Very few people are willing to admit to a gambling problem and ask for help so they should be responded to immediately in a positive and supportive way.

Section 3 ► Slide 7

Sharing & Recording Information

In order to note issues with patrons and gambling activities, each gambling operator should have a way to record and communicate actions taken or issues raised with patrons.

This might be in the form of a report, a “change of shift” log book or communications diary. This enables management and different front-line staff to have access to information about patron behaviour and allows all staff to take suitable action to carry out responsible conduct of gambling.

This information should be regarded as confidential and must not be shared with others outside the organisation.

One of the best ways to record details of an incident or event regarding a person who may have a gambling problem is by an incident report.

A Gambling-related incident report should include the following information:

- Details of the person who reported the incident
- Details of incident
• Action taken to resolve incident
• Required follow up actions
• Details of staff member to whom the incident was reported
• Customer Liaison Officer Details
Section 4

Section 4 ► Slide 1

Customer Service - Communication

- Take the time to clarify precisely the information the patron is requesting (don't assume).
- Always respond to requests for information with respect and refer the request to an appropriate person (e.g. your CLO, Supervisor or Manager), if you are not able to answer it.
- Ensure the information provided is accurate and complete (don't guess or provide partial information). Again, this may involve referring the request to another person.
- Ensure the information is provided to the patron in a timely manner (as quickly as possible).
- Always treat patron requests for information (e.g. about Gambling Help Services) in a confidential manner - respect the privacy of every patron. Only discuss a patron's request for information with the appropriate people.
- It is extremely important to show respect for someone's decision to gamble and their reasons for doing so, regardless of personal views on gambling.
- Information regarding patrons should be regarded as confidential and must not be shared with others outside the organisation.

Section 4 ► Slide 2

Customer Service - Complaints

As well as providing information on Gambling Help Services in the course of your duties, you may also need to deal with customer complaints. The code of conduct states that venues are to establish and actively promote effective complaint resolution procedures.

A generic complaint resolution process is outlined below:

1. Clarifying the complaint
   - Treat every patron complaint with respect.
   - Carefully clarify each complaint. Gather complete details in a polite and sincere manner.
   - Seek advice or guidance from other staff, as required, but observe patron’s privacy rights. Only inform appropriate people about complaint.

2. Resolving the complaint
   - Resolve the complaint in a timely and polite manner yourself, where possible.
   - Refer the complaint to a senior staff member for resolution and referral to external parties (e.g. OLGR, peak bodies and Licensed Monitoring Organisations, where appropriate, and advise the patron accordingly).

3. Advising the patron of the complaint resolution outcome
   - Advise the patron of the outcome in all cases, in a timely and courteous manner.
   - Explain the reasons for outcome, as appropriate.

4. Advising the complainant of available avenues of redress
5. Recording the complaint

- Advise the patron of all available avenues of redress or appeal, especially if the patron is not satisfied with the venue’s resolution.
- Provide the patron with appropriate OLGR contact details.

### Section 4 ► Slide 3

#### Problem Gambler Information Resources

There are three main types of services that are provided free of charge which can support people with gambling related problems. They are free of charge, anonymous and completely confidential:

1. Gambling Help Line
2. Gambling Help Services
3. Gambling Help Online

**Gambling Help Line**
The Gambling Help Line (free call 1800 858 858) provides an easy point of access to gambling help for anyone wanting to discuss a gambling problem or concern. The Gambling Help Line is a 24-hour, seven-days-a-week service and is available toll free.

**Gambling Help Online**
A free gambling service online at [http://www.gamblinghelponline.org.au/](http://www.gamblinghelponline.org.au/)

**Gambling Help Services**
Local gambling help and counselling services are can be provided in pamphlets such as this QLD example:
Queensland gambling help services

Brisbane 07 3423 6950  
Relationships Australia

Bundaberg 07 4153 8400  
UnitingCare Community—Fraser District

Cairns and Redcliffe Peninsula  
07 5428 6244  
Lives Lived Well

Calms 07 4050 4955  
UnitingCare Community—Cairns Region

Gold Coast 07 5575 6122  
Relationships Australia

Ipswich 07 3281 8677  
Relationships Australia

Logan 07 3808 9235  
Relationships Australia

Longreach 07 4658 1855  
Relationships Australia

Mackay and Whitsunday 07 4957 4542  
Relationships Australia

Moonyah Rehabilitation Service  
07 3369 0922  
Salvation Army (Residential facility)

Mt Isa 07 4749 8000  
Centacare Townsville

Rockhampton and Central Queensland 07 4926 9377  
Relationships Australia

Sunshine Coast 07 5492 7255  
Relationships Australia

Toowoomba and South West 1300 991 443  
Lifeline Darling Downs and South West Queensland

Townsville 07 4772 9000  
Centacare Townsville

Wide Bay and Burnett 07 4191 3100  
UnitingCare Community—Fraser District

Free and confidential advice is available 24 hours a day, 7 days a week.*  
*Face-to-face assistance is available during business hours only.

Other 24 hour services: Gamblers Anonymous 1800 902 210 • Lifeline 13 11 14
Section 4 ► Slide 4

The Roles of Key Agencies

The key regulatory agencies involved with licensing laws and RSG within Australia include:


These state agencies are responsible for the development, implementation and integrity of the overall regulatory framework across alcohol, licensed clubs, charitable fundraising and gambling activities in within their own states.

The best way to continuously update your knowledge of changing responsible service of alcohol laws and regulations is to visit the website of your state regulatory body and/or subscribe to their newsletter/mailing list.

Section 4 ► Slide 5

Legislation – Queensland

Each state/territory has some of its own local legislation. Here are some examples of RSG legislation which are specific to Queensland:

Regarding Bingo & Non-profit Events

- There are no restrictions as to how far ATMs must be placed from the gaming area
- There are no exclusion provisions
- There are no age restrictions
- Customers do not have to be made aware of the passage of time or be discouraged from participating in extended or repetitive play

Section 4 ► Slide 6

Legislation – Western Australia

Each state/territory has some of its own local legislation. Here are some examples of RSG legislation which are specific to Western Australia:

Electronic Gaming Machines (EGMs)

All games must be certified by an accredited testing facility to provide a minimum return to player of at least 90%. The return to player can include contributions from the base game and any associated jackpot feature.

Poker
Any venue conducting a poker game must have a permit from the state government unless the following conditions are met:

- the gambling must be spontaneous;
- the gambling must not be promoted or conducted for the private gain of any non-competing player;
- no person may be defrauded or cheated;
- there can be no levy or charge (apart from the stakes or wagers placed) in respect of the gambling;
- all stakes and wagers must be distributed in winnings to participating players;
- the chances in the game must be equally favourable to all players;
- the gambling cannot be in the form of two-up or any other game played at the casino, other than poker.

Two-Up

- Two-up must be conducted at premises that have been approved for gaming activities.
- A separate application must be submitted for the approval of premises.
- Approvals can be granted for a single playing date or for a five year period.
- A two-up permit may be granted to organisations conducting the gaming more than 100km from Crown Perth.
- Only one two-up permit may be conducted on the same approved premises within a seven day period.

Section 4 ▶ Slide 7

Legislation – South Australia

Each state/territory has some of its own local legislation. Here are some examples of RSG legislation which are specific to South Australia:

Rules Specific to SKY CITY Casino

- The Casino Act 1997 requires that a person must not be permitted to work at the Casino in a sensitive position unless the person is approved by the Liquor and Gambling Commissioner.
- A staff member must not operate any machine or participate in any game in the Casino except to the extent necessary for the proper performance of the member's duties. Maximum penalty: $10,000.
- The Commissioner may require the person for whom the approval is sought to submit to the taking of photographs, finger prints and palm prints by the South Australia Police. The application must be accompanied by the information and materials required by the Commissioner.

Section 4 ▶ Slide 8

Legislation – Northern Territory

Each state/territory has some of its own local legislation. Here are some examples of RSG legislation which are specific to the Northern Territory:

- Casinos cannot allow the cashing of cheques, but clubs and hotels can
- Minors can work as staff in a Casino, Club or Hotel, but not a TAB
- There is a gaming machine manager who has to undergo bankruptcy checks to establish financial stability and criminal history checks to establish the applicant as a fit and proper person to be granted a licence.