
Responsible Conduct of Gambling

RCG COURSE



Participant Workbook

Responsible Conduct of Gambling

RCG Course

Office of Responsible Gambling

Department of Enterprise, Investment and Trade
New South Wales Government
Australia

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Section 1

Introduction



SECTION 1

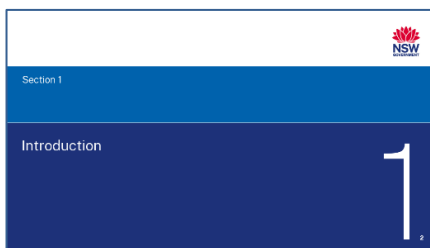
Introduction



Welcome to the Responsible Conduct of Gambling (RCG) course. This course is designed for licensees with a full hotel licence, secretaries of a registered club, staff with gaming machine duties, staff who pay out winnings, staff who patrol or serve in a gaming machine area and Responsible Gambling Officers (RGO).

Satisfactory completion of the Responsible Conduct of Gambling (RCG) course and the RCG mandatory online assessment is required to apply for a NSW [competency card](#) displaying the RCG endorsement.

Your facilitator will now guide you through the RCG course.



Key to pictograms



Discussion



Activity



Role play



Video



Quiz

ACTIVITY 1.1

Icebreaker



Why are you doing this course?

What do you expect to get from this course?

Course aims



- To clarify the roles, responsibilities and expectations of gaming staff
- To outline responsible gambling practices designed to minimise gambling harm in your venue
- To develop your skills to confidently respond to and assist patrons showing warning signs of at-risk gambling behaviour
- To create a culture of compliance through the implementation and maintenance of the Gambling incident register and Gaming Plan of Management.

Note: You are not expected to act as a counsellor or provide treatment.

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About this course

Course aims

People who work in clubs and hotels in NSW have specific roles and responsibilities, and specific things are expected of them. This course is designed to clarify those roles, responsibilities, and expectations, as well as the laws relating to responsible gambling practices. These are designed to minimise gambling harm, to give you a clear idea of what is expected of you in your workplace.

By the end of the course, you will have a greater understanding of how you as a staff member can promote responsible gambling behaviours and minimise gambling harm in gaming venues.

The course is also designed to develop your skills to confidently and proactively respond to patrons showing warning signs of gambling harm and provide the appropriate assistance.

Studies have shown that staff who actively promote responsible gambling principles and practices, and those who are able to identify and respond appropriately to patrons who need assistance, report much higher levels of job satisfaction in their work.¹

You are **not** expected to be a counsellor, or to diagnose or treat people's psychological or mental health issues. That is a job for someone with the relevant clinical training.

Who this course is designed for



People required to have a NSW Responsible Conduct of Gambling competency card:

- Hotel licensees.
- Registered club secretaries.
- Staff with gaming machine duties.
- Staff serving in gaming machine areas.
- Responsible Gambling Officers (RGOs)



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Who this course is designed for

This course is designed for people who are required to have a Responsible Conduct of Gambling (RCG) endorsement on a NSW competency card. This includes licensees with a full hotel licence, secretaries of a registered club, staff with gaming machine duties, staff who pay out winnings, staff who patrol or serve in a gaming machine area and Responsible Gambling Officers (RGO).

Course competency framework



Satisfactory completion of the Responsible Conduct of Gambling (RCG) course and mandatory online assessment is required to apply for a NSW competency card displaying an RCG endorsement.

- If you already hold a NSW competency card, an RCG endorsement will be added to your competency card.
- Your competency card and endorsements will expire five years from the date of the earliest endorsement received.
- To renew your RCG endorsement, you will need to complete the RCG Refresher online course within 90 days of your competency card expiry date.

Responsible Conduct of Gambling (RCG) course

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Course competency framework

Satisfactory completion of the Responsible Conduct of Gambling (RCG) course and mandatory online assessment is required to apply for a NSW [competency card](#) displaying an RCG endorsement.

If you already hold a NSW competency card with a current endorsement, for example RSA, on successful completion of this course and assessment, an RCG endorsement will be added to your card.

Your competency card will expire five years from the date of the earliest endorsement received. If you want to renew your RCG endorsement, you will need to complete the RCG Refresher online course within 90 days of your competency card expiry date.

If you want to renew your RSA and RCG endorsements, you will need to complete both the RSA Refresher online course and the RCG Refresher online course within 90 days of your competency card expiry date.

¹ Quilty, L.C., Robinson, J., & Blaszczynski, A. (2015). 'Responsible gambling training in Ontario casinos: From recognition to response'. *International Gambling Studies*, 15 (3), 361–376.

RCG online assessment

To get your RCG competency card, you must successfully complete:

- Responsible Conduct of Gambling course, and**
- RCG online competency assessment:**
 - You will be sent a link via SMS or email after completion of this course to access and complete the assessment.
 - You will need to complete the assessment prior to the deadline.
 - The assessment is comprised of 30 questions and should take approximately 20 minutes to complete.
 - If you don't receive the link within 48 hours after completing this course, please contact your training provider.

Responsible Conduct of Gambling RCG course

RCG online assessment

You must complete and pass the RCG online assessment to receive an endorsement on your NSW competency card. On completion of the RCG course, you will receive an email or SMS notification containing a link to the RCG online assessment.

The assessment contains 25 questions and takes approximately 20 minutes to complete. We recommend that you complete the whole assessment in one sitting, and within one week of completing the RCG course. If you don't receive an email or SMS notification containing a link to the online assessment within 48 hours of completing this course, please contact your training provider.

Advanced Responsible Conduct of Gambling (ARCG) course

For Responsible Gambling Officers (RGOs) and other senior roles within hotels and clubs that operate gaming machines, completion of the Advanced Responsible Conduct of Gambling (ARCG) course is also a mandatory requirement in addition to this course.

The Advanced Responsible Conduct of Gambling (ARCG) course is designed for staff with greater harm minimisation responsibilities.

The course is mandatory for:

- Responsible Gambling Officers (RGOs)
- Club secretaries
- Club directors, unless they have completed Responsible Gambling Board Oversight training
- Directors of a company that owns one or more hotels, where those directors have an operational role in the hotel business
- Hotel licensees
- Hotel 'approved managers' (as defined in section 91(1A) of the *Liquor Act 2007*)
- Staff who are responsible for the management of gaming machine operations

The course is also suitable for staff with an existing RCG endorsement who are interested in improving their knowledge and skills in managing difficult situations involving patrons.

Course structure

This course is divided into six sections:

Section 1: Introduction covers what you can expect from this course.

Section 2: Gambling in Australia covers the different types of gambling that are legally available in Australia.

Section 3: Gambling harm covers how gambling harm develops, the types of harm, and the effects of stigma.

Section 4: Responsible gambling covers the laws you need to know to maintain a safe gambling environment for patrons at your venue.

Section 5: Interacting with patrons is made up of four modules, which outline the '**RAAR**' framework and how to use it.

Section 6: Responsible conduct of gambling Putting it into practice.

Advanced Responsible Conduct of Gambling (ARCG)

The Advanced Responsible Conduct of Gambling (ARCG) course is designed for staff with greater harm minimisation responsibilities.

This course is mandatory for the following roles:

- Club secretaries
- Club directors, unless they have completed ClubsNSW Responsible Gambling Board Oversight training
- Directors of a company that owns one or more hotels, where those directors have an operational role in the hotel business
- Hotel licensees
- Hotel 'approved managers' (as defined in section 91(1A) of the *Liquor Act 2007*)
- Staff who are responsible for the management of gaming machine operations
- Responsible Gambling Officers (RGOs)

Advanced Responsible Conduct of Gambling ARCG course

Course structure

Course section	What it covers
Section 1: Introduction	What to expect from this course
Section 2: Gambling in Australia	Different types of gambling in Australia, and in NSW, including what people spend the most money on
Section 3: Gambling harm	How gambling harm develops, the types of harm, and the effects of stigma
Section 4: Responsible gambling	Laws that you need to know about to ensure a safe, responsible gambling environment
Section 5: Staff interactions with patrons	How to use the 'RAAR' framework: Report, Approach and assess, Assist, Report
Section 6: Responsible conduct of gambling in practice	Putting what you've learned into practice

Responsible Conduct of Gambling RCG course

Section 2

Gambling in Australia



SECTION 2

Gambling in Australia



This section gives a brief overview of gambling in Australia in general, and in New South Wales in particular. It describes the different types of gambling available, and how popular each type is. It explains why gaming machines, also known as 'poker machines' or 'pokies', contribute to more gambling harm than other types of gambling, and some of the reasons for this.

Learning outcomes

By the end of section two, you will:

- know which types of gambling are available in Australia in general, and in NSW in particular
- understand which types of gambling contribute to the most gambling harm
- understand how gaming machines work, including features that may increase risk of gambling harm to players.

Learning outcomes

By the end of this section, you will:

- know the different types of gambling available in Australia, and in NSW, and the popularity of each type
- understand which types of gambling have the most money spent on them, and therefore contribute to the most gambling harm
- understand the basic principles behind how gaming machines work, including specific features that may increase risk of gambling harm among players.

Table 2.1 Types of gambling legally available in Australian states and territories

TYPE OF GAMBLING	NSW	ACT	NT	QLD	SA	Tas	VIC	WA
Race betting	✓	✓	✓	✓	✓	✓	✓	✓
Casino gaming	✓	✓	✓	✓	✓	✓	✓	✓
Gaming machines	✓	✓	✓	✓	✓	✓	✓	✓
Keno	✓	✓	✓	✓	✓	✓	✓	✓
Lotteries	✓	✓	✓	✓	✓	✓	✓	✓
Interactive gaming*	✓	✓	✓	✓	✓	✓	✓	✓
Sports betting	✓	✓	✓	✓	✓	✓	✓	✓

* Interactive gaming takes place on broadcasting, telecasting and online platforms. It includes online gambling, such as online casinos. It excludes race betting and sports betting, and lotteries via the internet. Australia's Interactive Gambling Act 2001 bans interactive gambling services being provided to Australian residents by internet casinos.

Source: Commonwealth Government Department of Health, Consumer Research, Australian Gambling Statistics, 99th edition (2018-19).

Gambling in Australia

Gambling is a popular activity in Australia.

In NSW, surveys have shown that, although participation rates have dropped over the past few years, approximately half of the adult population in NSW have gambled within the past 12 months.²

The Australian Government makes the laws relating to online gambling, but each state and territory makes its own laws relating to other types of gambling. This means that the legally available types of gambling, and some of the laws relating to gambling, are different in each state and territory.

The types of gambling that are legally available in the various states and territories of Australia are shown in Table 2.1.

The types of gambling that are provided by clubs and hotels in NSW are shown in the red boxes in Table 2.1. They are race betting, gaming machines, Keno, and sports betting.

² Browne, M., Rockloff, M., Hing, et al. (2019). 'NSW Gambling Survey 2019'. Report prepared for NSW Responsible Gambling Fund, Australia. www.responsiblegambling.nsw.gov.au/data/assets/pdf_file/0008/881279/NSW-Gambling-Survey-2019-report-FINAL-AMENDED-Mar-2020.pdf

TABLE 2.1: Types of gambling legally available in Australian states and territories

TYPE OF GAMBLING	NSW	ACT	NT	Qld	SA	Tas	Vic	WA
Race betting	✓	✓	✓	✓	✓	✓	✓	✓
Casino gaming	✓	✓	✓	✓	✓	✓	✓	✓
Gaming machines	✓	Clubs and hotel only	✓	✓	✓	✓	✓	Casino only
Keno	✓	✓	✓	✓	✓	✓	✓	Casino only
Lotteries	✓	✓	✓	✓	✓	✓	✓	✓
Interactive gambling*			✓					
Sports betting	✓	✓	✓	✓	✓	✓	✓	✓

* Interactive gambling takes place on broadcasting, datacasting and online platforms. It includes online gambling such as 'online casinos'. It excludes race betting, sports betting, and lotteries via the internet. The Commonwealth *Interactive Gambling Act 2001* bans interactive gambling services being provided to Australian residents by internet casinos.



Gambling popularity in Australia

Although buying lottery tickets is the most common form of gambling in Australia, evidence shows that the most money is spent on gaming machines.³

3 Ibid



Gambling spending in Australia

In Australia, the average amount spent by each adult on all types of gambling is \$1,277 per year.

Gambling in New South Wales

Now look at Figure 2.1, below. As you can see, adults in NSW spend more money on gambling than adults in any other state or territory, at an average of \$1,590 per adult per year. Of this amount, \$1,042 (66%) is spent on gaming machines.

Because people in NSW spend more money on gaming machines compared to other types of gambling, it is not surprising that the gaming machines are most associated with gambling harm in the community, and most popular in NSW clubs and hotels. Therefore, the primary focus of this course will be gambling on gaming machines.

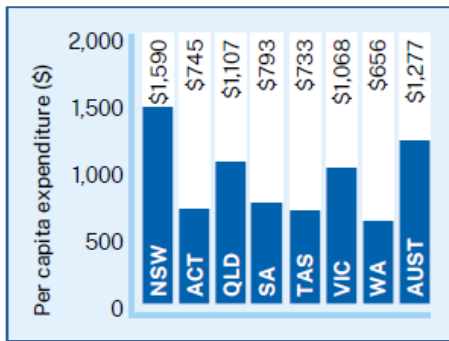


FIGURE 2.1: Amount spent per person on all gambling activities in Australia in 2018–19

SOURCE: Queensland Government Statistician's Office, Queensland Treasury, *Australian Gambling Statistics*, 36th edition (2018–19)

What's different about gaming machines?

- Rapid speed of play
- Higher bet amounts = higher potential win amounts
- Small wins mixed with losses
- Wins are immediate
- Jackpots
- Free spins
- Audiovisual effects

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What's different about gaming machines?

There are certain features of gaming machines that may increase the risk of gambling harm to people who play them, compared to other forms of gambling.

- Gaming machines allow people to continue placing more and more bets very quickly (every 3–5 seconds).
- Betting a greater amount of money increases the potential win amount, but it also increases the rate at which people lose money.
- Relatively frequent small wins are mixed with losses, and this can encourage people to continue playing, as they don't know when the next win might come.
- The possibility of winning a big jackpot can be a strong attraction.
- Unlike other types of gambling, the time between placing a bet and winning money is almost immediate.
- Receiving free spins gives people chances to win money without spending money.
- Sophisticated graphics and engaging sounds are designed to increase excitement.

In combination, these features may encourage people to spend more money and more time playing gaming machines than other types of gambling.

Return-to-player percentage

- The return-to-player percentage (RTP) is the proportion of money bet that must be paid back to players over the long term.
- In NSW, the minimum RTP is 85%.
- The remaining 15% is known as the 'house edge'.

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How gaming machines work

Return-to-player percentage

The return-to-player percentage (RTP) is the percentage of money bet that must be paid back to players in general over the long term. This does not mean that each individual player can expect this kind of return. The RTP is generally calculated over several years of a gaming machine's operation.

In NSW, the minimum RTP is 85%. (The remaining 15% is known as the 'house edge'.)

Jackpots and big wins

Hitting 'spin' on a gaming machine is like reaching into a bag holding millions of blue marbles, hoping to pull out the single red jackpot marble. The next 'spin' resets the machine before the player 'pulls out another marble'.

So, playing for longer does not bring players any closer to a big win!

The basics behind how pokies work

Jackpots and big wins

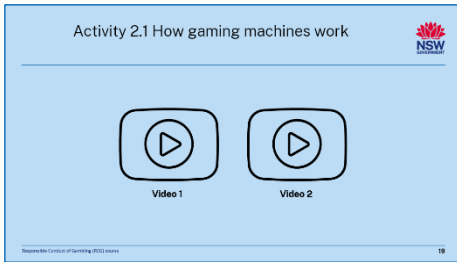
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Jackpots and big wins

Hitting 'spin' on a gaming machine is like reaching into a bag holding millions of blue marbles and hoping to pull out the single red jackpot marble.

The next 'spin' resets the machine ('returns all the marbles to the bag and gives the bag a shake') before the player 'pulls out another marble'.

This means that playing gaming machines for longer does not bring the player any closer to a big win!



Basic gaming machine math

ACTIVITY 2.1

How gaming machines work

How gaming machines work

▶ [Follow the Law campaign - Responsible Service of Gambling - How Gaming Machines Work \(youtube.com\)](#)

Other useful videos about how gaming machines work

<https://austgamingcouncil.org.au/responsible-gambling/>

DISCUSSION

While watching the video, did you have any questions?

Was there anything that surprised you?



Section 2 Quiz



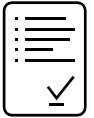
Question 1: If the odds of a player winning the gaming machine jackpot on their first spin are 1/100, what are the odds of them winning the jackpot on their second spin?

- a. 1/99
- b. 1/100
- c. 1/101
- d. 1/50

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SECTION 2 Quiz



Each of the questions below has only one correct answer. After you have had time to select your answers, the facilitator will confirm the correct answers.

Note: The quiz questions at the end of each section may also be in your online competency assessment.

Question 1: If the odds of a player winning the gaming machine jackpot on their first spin are 1/100, what are the odds of them winning the jackpot on their second spin?

- ☐ a. 1/99
- ☐ b. 1/100
- ☐ c. 1/101
- ☐ d. 1/50

Question 2: In NSW gaming machines have an 85% return-to-player (RTP) percentage. Knowing this, which of the following statements is true?

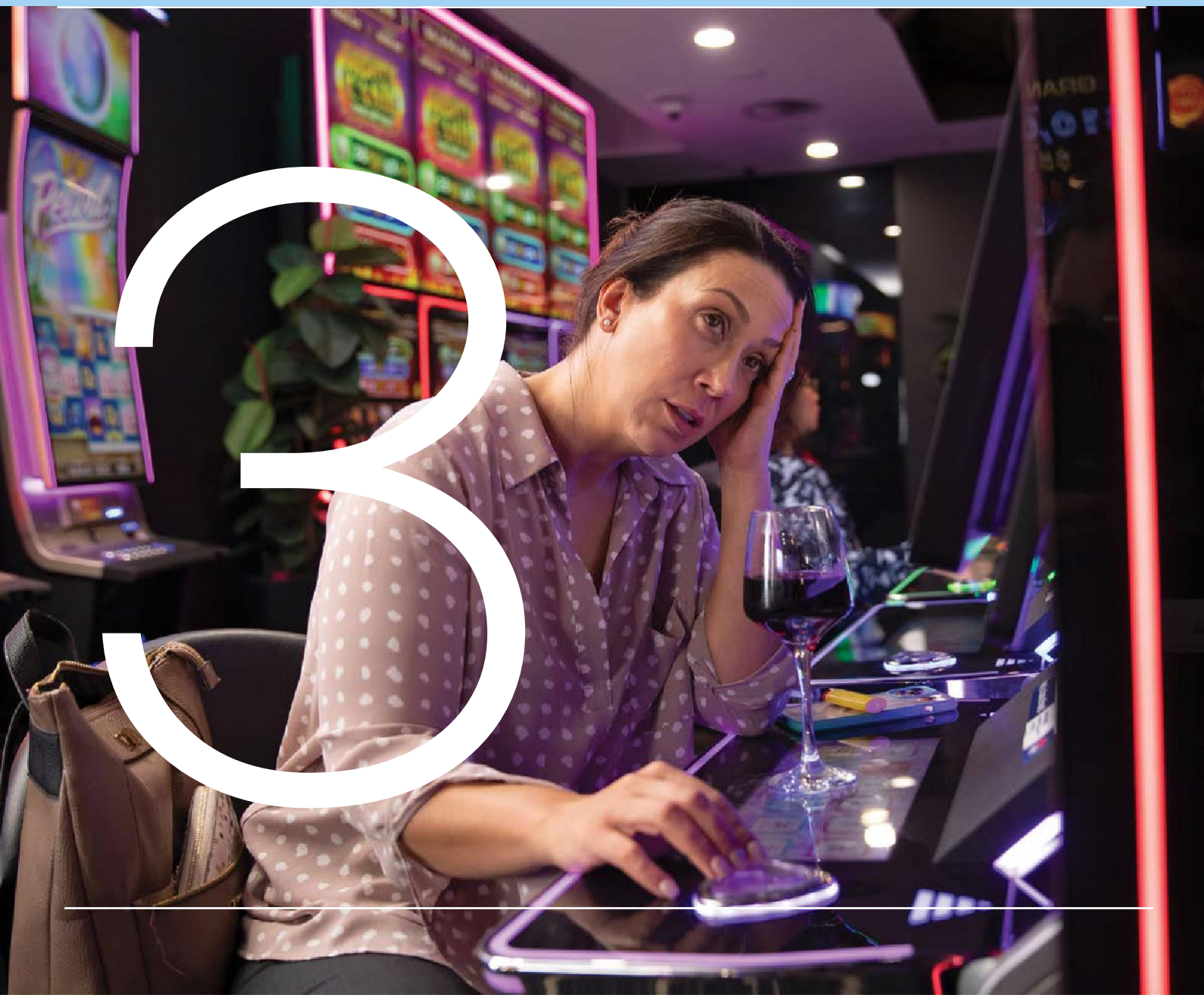
- ☐ a. Each player will win approximately 8 or 9 times out of 10.
- ☐ b. Each player is guaranteed at least 85% of their money back.
- ☐ c. The gaming machine will pay out winnings to 15% of players over the long term.
- ☐ d. The gaming machine will keep 15% of all money wagered on it over the long term.

Question 3: In Australia, which type of gambling has the highest participation, and which has the most money spent on it?

- ☐ a. Lotteries for both
- ☐ b. Gaming machines for both
- ☐ c. Lotteries and gaming machines, respectively
- ☐ d. Gaming machines and lotteries, respectively

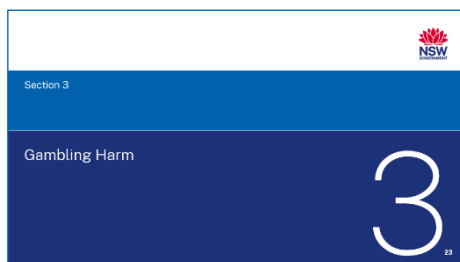
Section 3

Gambling harm



SECTION 3

Gambling harm




This section explains how gambling harm can develop, the harm it can lead to, and its effects on the player and on others. It also discusses the negative effects of stigma, to increase your sensitivity towards people who are struggling with gambling harm.

Learning outcomes

By the end of section three, you will:

- understand what harmful gambling behaviour is, and the harms it can cause
- understand how people may develop harmful gambling behaviour
- know who is at risk of developing harmful gambling behaviour
- be aware of the effects of staff attitudes toward patrons experiencing gambling harm.



Responsible Conduct of Gambling (RCG) course

Learning outcomes

By the end of this section, you will:

- understand what 'gambling harm' is, and the harms it can cause
- understand how people may develop gambling harm
- know who is at risk of developing gambling harm
- be aware of the effects of staff attitudes toward patrons experiencing gambling harm.

What is 'harmful gambling behaviour'?



Spending more money on gambling than the person can afford with their income and financial commitments

and/or



Spending so much time gambling so that it interferes with the person's relationships, social or work responsibilities

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Defining gambling harm

Gambling harm is any negative consequence experienced by an individual or members of their social network because of participation in gambling. This can be experienced on a spectrum, ranging from minor negative experiences to crises, and is not always proportionate to the amount of gambling participation.

Why language matters

Use **person-centred** language

Avoid:

- X 'a problem gambler'
- X 'a pathological gambler'
- X 'an addicted gambler'

Use:

- ✓ 'a person showing warning signs of harmful gambling behaviour'
- ✓ 'a person experiencing gambling harm'

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Why language matters

It's important to use 'person-centred' language when describing a person experiencing gambling harm. Person-centred language is language that puts the person first, rather than their condition, behaviour or circumstances.

So, avoid using terms like 'a problem gambler', 'a pathological gambler' or 'an addicted gambler', because these terms label the person by their condition, behaviour or circumstances. These labels are used in the scientific literature to classify a person into a specific category or to give them a diagnosis of a gambling disorder.

Instead, use language like 'a person showing warning signs of gambling harm' or 'a person experiencing gambling harm'. This kind of language puts the person first, and their circumstances second.

4 Neal, P., Delfabbro, P.H., O'Neil, M. et al. (2005) 'Problem gambling and harm: Towards a national definition'. Office of Gaming and Racing, Department of Justice, Melbourne, Victoria,



The extent of gambling harm

Around 2–3% of the general community experiences challenges with gambling, which generally means they experience moderate to severe gambling harm.

Around 1% of the general community experiences severe gambling harm, which means they meet the clinical diagnosis for having a gambling disorder.

These figures might seem quite small. However, if we look just at people who regularly attend clubs or hotels, then the rate of gambling harm increases to 15–25% –that’s around 1 out of every 5 patrons.

This is not surprising. As an analogy, we would be much more likely to come across a person with an alcohol issue at a bar or bottle shop than we would if we just walked down a busy street during peak hour.

These figures show that in your work, you are very likely to have contact with patrons at your venue who are experiencing challenges with gambling.

Activity 3.1 Gambling harm

Gambling harm refers to negative consequences of excessive gambling that affect the wellbeing of the person and/or their loved ones in multiple areas of daily life.

In small groups, discuss and write down some of the types of harm a person might experience who is struggling with gambling.

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Types of gambling harm

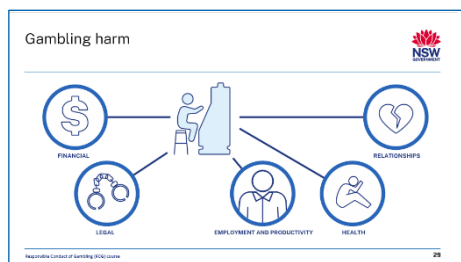
‘Gambling harm’ refers to challenges, difficulties or other negative consequences that result from excessive gambling and affect the wellbeing of the person and/or their loved ones in many areas of their daily life.

Activity 3.1 asks you to identify and list some of the specific harms that might occur when someone spends more money and/or time gambling than they can afford.

ACTIVITY 3.1 Gambling harm



In small groups, list some of the types of gambling harm that a person who is having challenges with gambling might experience. Who else might be affected? What areas of their daily lives might be affected?



Types of gambling harm

Activity 3.1 asked you to list types of gambling harm that might occur when someone spends more money and/or time gambling than they can afford.

It can be useful to divide gambling harm into the following five main types.⁵

Financial harm

Financial harm is often the first harm reported by people who are having challenges with gambling. This is because financial harm is generally easily identified, and often triggers harm in other areas of life, such as in personal relationships. Examples of financial harm include:

- reduced savings
- inability to afford essential items such as groceries, clothing, medication
- inability to pay bills (e.g., rent, electricity)
- getting into debt (e.g., through high-interest loans)
- inability to pay debts
- bankruptcy.

Relational harm

Gambling can damage relationships between the person who gambles and others, including family, friends or even the wider community. Examples of relationship harm include:

- isolation (less time spent with family and/or friends)
- loss of trust in relationships
- conflict in relationships
- relationship breakdown, separation, and divorce
- domestic violence.

Health harm

Gambling can affect both the physical health and the mental health of the person who gambles, as well as that of their family and others. Examples of physical and mental health harm include:

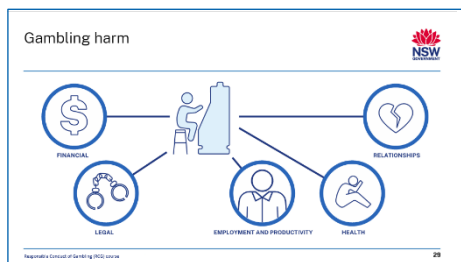
- having less money and/or time available to access to healthcare services
- migraines, high blood pressure and/or sleeping difficulties
- alcohol and/or other drug use issues
- depression and/or anxiety
- other stress-related physical and/or mental health symptoms
- self-harm and/or suicidal thoughts and/or behaviours.

Employment and productivity harm

Gambling can affect a person's ability to work or study. Reduced work performance also has a negative effect on our overall economy. Examples of employment and productivity harm include:

- being distracted or not focused on work or study (due to thinking about gambling or being tired from gambling)
- taking time off work or study (to gamble or because of tiredness)
- getting fired
- failing a course.

⁵ Browne M., Langham E., Rawat V., et al. (2016). *Assessing gambling-related harm in Victoria: A public health perspective*, Victorian Responsible Gambling Foundation, Melbourne.



Legal harm

Gambling can also lead to legal issues, including criminal activity, although this is uncommon. Examples of legal harm resulting from gambling include:

- legal issues relating to being in debt
- legal issues relating to separation or divorce
- child neglect
- theft or fraud to obtain money to gamble or to repay debts.

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Things to be aware of about gambling harm

- Gambling harm can be experienced by any patron.
- Family members of the patron may come to you seeking assistance for their partner, son/daughter or parent.
- Preventing gambling harm is better than not acting and allowing the harm to get worse.
- You, as a staff member, can act to help stop a patron from experiencing more serious harm.

Things to be aware of about gambling harm

Gambling harm does not only affect people who have been diagnosed with a gambling disorder. Gambling harm can be experienced by any person who gambles.

(In a similar example, many people, after a few too many drinks the night before, have woken up late the next morning with a headache and perhaps regretting something they said or did the night before. This does not mean they necessarily have an alcohol use disorder.)

Gambling harm also affects more than just the patron. Family members and others also experience the effects of someone's gambling, so they may come to you as a staff member, seeking assistance.

Preventing further gambling harm leads to far better outcomes for everyone involved than just allowing the issue to get worse and then needing to deal with more serious consequences later.

As a staff member, you can act early to stop someone from experiencing serious gambling harm.

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Activity 3.2 Case study:
A patron experiencing gambling harm

Ben played a gaming machine for the first time on his 18th birthday, at the local pub. He had never really seen a gaming machine before, but his friends convinced him to try it, so he put \$50 in and got lucky and won a \$5,000 jackpot. This left a powerful impression on Ben.

After this experience, Ben continued to play gaming machines regularly, hoping he would win another jackpot. He did win occasionally, but never as much as that first time. Ben was so focused on the idea of winning 'free money' that he lost track of the money he spent. He became obsessed with trying to work out how he could win again.

Why do you think Ben gambles excessively?

How gambling harm develops

We're now going to look at how gambling harm develops. We'll start by reading a case study, which provides one example of a patron experiencing gambling harm.

ACTIVITY 3.2 Case study: A patron experiencing gambling harm



Ben played gaming machines for the first time on his 18th birthday, at the local pub. He had never really seen a gaming machine before, but his friends convinced him to try it, so he put \$50 in, and got lucky and won a \$5,000 jackpot. This left a powerful impression on Ben.

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Activity 3.2 Case study: A patron experiencing gambling harm



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Why do you think Ben gambles excessively?

ACTIVITY 3.2 continued.... A patron experiencing gambling harm

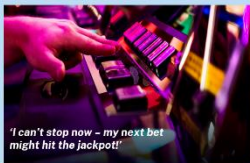
Why do you think Ben gambles excessively? Share your answers with the whole group.

How gambling harm develops



Gambling can be exciting for many people

- Winning money (especially 'big wins') is exciting.
- Wins are unpredictable, but anticipating a win can be exciting.
- Patrons continue gambling, hoping the next bet will win.



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What the research tells us about how challenges with gambling develop

Research shows that many people who develop challenges with gambling experienced an early big win. This experience can cause people to believe that gambling is a fast and easy way to make money and can cause them to overestimate the likelihood of winning another jackpot. We can see this in Ben's situation – even though he is now losing money, he continues to play in the hope of winning again.

It's also easy to lose track of your overall losses when you bet small amounts of money here and there, rather than one large amount on a single bet. Over time, the small amounts that Ben is putting into the gaming machine may already have added up to more than the \$5,000 he won on his 18th birthday.


Other factors, such as Ben's financial, personal, and cultural background, might also have encouraged this kind of thinking and behaviour.

Let's look in more detail now at some of the reasons gambling harm can develop.

How gambling harm develops


Winning money –especially a lot of money in a 'big win' can be exciting for many people. But big wins are completely random, and therefore unpredictable. This leads people wanting to continue gambling, hoping that their next bet will be a winning bet. Anticipating a win adds to the excitement and encourages continued gambling.

A patron might say something like: "I can't stop now –my next bet might be the one that hits the jackpot!" However, we know from the previous section that playing gaming machines for longer periods does not bring patrons any closer to winning a jackpot.

Gambling myths


Common gambling myths:

- X It takes skill to win.
- X The more I bet, the more likely I am to win.
- X I just want to make back what I've lost.




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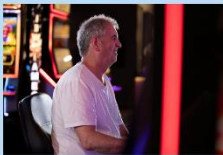
Gambling myths

Many people don't fully understand how gaming machines work, or the likelihood of winning. They might believe that they have some degree of skill, or luck, in being able to influence the outcomes of gambling. Believing that they have the skill or luck to win motivates them to keep trying.

One of the most powerful myths that keeps people gambling is that if they continue gambling, they are more likely to win back the money they have lost. This is not true. Their gambling has led to losses, and more gambling will only lead to more losses. Trying to 'make back' losses is a common behaviour that leads to gambling harm.

Another way of thinking that also contributes to the development of challenges with gambling is thinking only in the short term, or the 'here and now'. People often do not think about the long-term effects of their behaviour over an extended period.

Activity 3.3 Gambling myths


What are some incorrect beliefs that patrons might have about how gaming machines operate, or about their likelihood of winning when gambling?


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ACTIVITY 3.3 Gambling myths



What are some of the incorrect beliefs that patrons might have about their level of skill when gambling?

What are some of the incorrect beliefs that patrons might have about how gaming machines work?

Activity 3.4 Different ways to think about winning and losing



- I go to the venue with \$50 in my pocket.
- I play for an hour, and I win \$100.
- I continue playing, and after another hour I stop and go home with \$50 in my pocket.



How much did I spend gambling?
How much did I lose?
How much did I win?

Activity 3.4 Different ways to think about winning and losing



Different ways of thinking about the same event can affect our behaviour.

If I believe I lost that \$100, I might be more likely to think, 'I'm \$100 down. I need to win that money back.'

If I believe I didn't lose any money, I probably won't be so upset, so I'll be less likely to try to win the \$100 back.



ACTIVITY 3.4 Different ways of thinking about winning and losing



I go to the venue with \$50 in my pocket. I play for an hour, and I win \$100. I continue playing, and after another hour I stop and go home with \$50 in my pocket.

How much did I spend gambling?

How much did I lose?

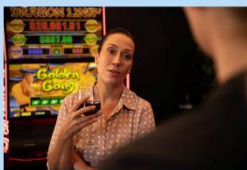
How much did I win?

How gambling harm develops



Gambling as an emotional escape

Some people use gambling to help them cope with emotional distress, just like some people use alcohol and other drugs.



People often use gambling as an emotional escape

Just like with alcohol and other drug use, some people use gambling to escape or cope with difficult emotions or life stresses.

Unfortunately, this only gives temporary relief. The emotions and stress typically return when the session ends.

Further, the consequences of gambling often make the situation worse, creating additional stress.

How gambling harm develops



Personality factors and life experiences

- Sensation-seeking or impulsive personalities.
- Family history of gambling harm.
- Family or friends who gamble.
- Experienced trauma.



Personality and life experiences can also contribute to the development of challenges with gambling

Some people have personalities that make them seek sensations and act more impulsively than others, and this might lead them to make riskier decisions in their gambling.

Some people have a family history of challenges with gambling.

Others may be influenced by family or friends who gamble. Some people have experienced trauma in their lives, and this might have contributed to them developing gambling harm.



Three levels of gambling risk

The Problem Gambling Severity Index (PGSI) (VRGF, 2024) is a tool commonly used in gambling treatment and research. It helps to identify people at risk of gambling harm.

The PGSI categories include:

- **Non-problem gambling** Non-problem gamblers gamble with no negative consequences
- **Low-risk gambling** Low-risk gamblers experience a low level of problems with few or no identified negative consequences. For example, they may very occasionally spend over their limit or feel guilty about their gambling
- **Moderate-risk gambling** Moderate-risk gamblers experience a moderate level of problems leading to some negative consequences. For example, they may sometimes spend more than they can afford, lose track of time or feel guilty about their gambling.
- **Problem gambling** Problem gamblers gamble with negative consequences and a possible loss of control. For example, they may often spend over their limit, gamble to win back money and feel stressed about their gambling.

Anyone can gamble in a way that may lead to gambling harm.

People can also move between risk categories over time. For this reason, you always need to be observing and monitoring in case a patron's behaviour changes over time.

A person who gambles in a low-risk way now might not always continue to gamble that way.

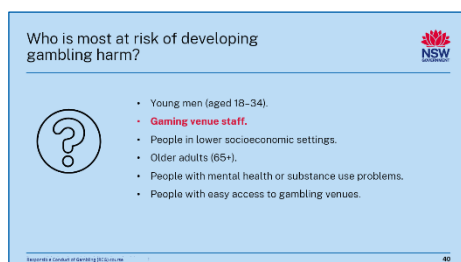
Similarly, gambling harm is not necessarily a permanent 'addiction' that a person can never recover from.

As a staff member, you are constantly interacting with patrons who fit into each of these categories at any given time, and each individual patron might have moved between these categories during their lifetime.

This is one of the reasons why it is so important to know patrons well, and to respond appropriately and at the right time (we'll cover how to do this in Section 5).

Responding appropriately and at the right time can help to prevent a patron from moving from low-risk or moderate risk gambling to experiencing gambling harm.

It can also reduce the likelihood of someone who has experienced gambling harm from relapsing.




Who is most at risk

Research has identified several groups that have a greater risk of developing challenges with gambling than the broader community. These are:

- young men aged between 18 and 34
- people who work in gaming venues –this is something to be mindful of as you begin to work around gaming machines regularly
- people living in lower socioeconomic settings

Who is most at risk of developing gambling harm?



- Young men (aged 18–34).
- **Gaming venue staff.**
- People in lower socioeconomic settings.
- Older adults (65+).
- People with mental health or substance use problems.
- People with easy access to gambling venues.

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- people aged 65 or over
- people with mental health challenges (such as depression or anxiety disorders), or drug or alcohol issues
- people with easy access to gaming venues (such as people who live within walking distance to several clubs and hotels).

However, it's important to note that this information is general, and it does not take people's individual factors into account.

So please be very careful in how you interpret this information. It is very important never to stereotype people according to whether they do or do not belong to one of these groups, as this could lead you to make incorrect assumptions about whether a particular person is or is not experiencing gambling harm.

Responding to patrons experiencing gambling harm

Taking risks and doing what seems irrational is common



When people gamble, people are losing more money than they win.
So why do people continue to do things that might seem irrational, risky, or bad for their wellbeing?

Activity 3.5 Reflective question
Do you ever do things that other people might consider irrational, risky, or bad for your wellbeing?

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ACTIVITY 3.5 Reflective question



Do you ever do things that other people might consider irrational, risky, or bad for your wellbeing?

For example, do you ever drink too much on a night out, order a large meal or a dessert when you're trying to watch your diet, put an expensive item of clothing on your credit card when that money could be better spent elsewhere, or binge on Netflix when you have a work or study deadline approaching?

(That probably doesn't leave many of us out!)

Different ways of thinking about gambling harm



- A habit
- An addiction
- An impulse control disorder
- A poor lifestyle choice
- A character flaw or a moral weakness
- Incorrect beliefs
- A brain disease
- All of the above

Some of the ways of thinking about harmful gambling behaviour are more accurate and more helpful than others. Your personal views will influence how you interact with patrons.

Activity 3.6 Different ways of thinking about harmful gambling behaviour
Which of these do you think are the most accurate and helpful? Which are the least accurate and helpful? Why?

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Different ways of thinking about gambling harm

There are many ways of understanding or explaining why some people gamble more than they can afford. Some of these ways are accurate and helpful, while others are less accurate and not helpful.

It's very important to understand that your own personal views will influence how you interact with patrons.

Different ways of thinking about gambling harm

- A habit
- An addiction
- An impulse control disorder
- A poor lifestyle choice
- A character flaw or a moral weakness
- Incorrect beliefs
- A brain disease
- All of the above

Some of the ways of thinking about harmful gambling behaviour are more accurate and more helpful than others. Your personal views will influence how you interact with patrons.

Activity 3.6 Different ways of thinking about harmful gambling behaviour

Which of these do you think are the most accurate and helpful? Which are the least accurate and helpful? Why?

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Here are some examples of some of the ways that gambling harm has been described.

- A habit – it's just a repeated automatic behaviour that is often performed unconsciously.
- An addiction –it's just like an alcohol or drug addiction, which has damaging effects on the person's health.
- An impulse control disorder –the person cannot resist sudden and intense urges to engage in a behaviour even though it has negative consequences.
- A poor lifestyle choice –the person has made bad judgements in their decision to gamble and is fully responsible for the issues it has created.
- A character flaw or a moral weakness –the person is weak or 'bad' and is fully responsible for their own issues and deserves the negative consequences.
- Incorrect beliefs – the person believes myths about how gambling works, and about their own ability to control or influence the outcome.
- A brain disease –just like Alzheimer's disease or Parkinson's disease, it is a medical issue caused by abnormalities in how the person's brain works, and the person has no control or responsibility for their decisions.
- A combination of some or all of the above.

ACTIVITY 3.6



Different ways of thinking about gambling harm

Which of the descriptions above do you think are the most accurate and helpful, and why?

Which of the descriptions above do you think are the least accurate and helpful, and why?

Stigma and its implications

Stigma = Social disapproval or lack of respect towards someone due to a particular characteristic

Examples: being unemployed, experiencing drug addiction

Stigma leads to **stereotyping** and **discrimination**

Your views about gambling harm will affect:

- your behaviour towards patrons experiencing gambling harm
- how they feel about themselves
- how they respond to you
- how likely they are to ask staff for help
- how likely they are to seek professional help and recover.

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Stigma and how it affects people experiencing gambling harm

The word 'stigma' refers to general social disapproval or lack of respect towards someone due to a particular characteristic.

For example, in our society there is some stigma associated with being unemployed for a long time, or experiencing drug addiction, or even having a serious mental illness.

Stigma can lead to stereotyping, which is when we assume certain things about a particular person just because they belong to a particular group (e.g., 'All unemployed people are lazy').

It can also lead to **discrimination**, which is when people who belong to a particular group are treated less fairly than others (e.g., 'I won't employ someone who has been unemployed for a long time, because they're lazy').


In our society, many people who have challenges with gambling experience **stigma and discrimination**.


Stigma is also often believed ('internalised') even by the person experiencing it, so that a person experiencing challenges with gambling might feel disappointed in themselves, guilty, ashamed, embarrassed, weak, or like a failure. This can even lead to them suffering from mental health issues such as depression and anxiety.

How you view people experiencing challenges with gambling can therefore have wide-ranging effects, including:

- how you act towards a patron experiencing challenges with gambling
- how the patron feels about themselves
- how the patron responds to your offers of assistance and support
- how likely the patron is to ask you or other staff for assistance or support
- how likely it is that the patron will seek professional help and be able to recover.

Your attitude is important

 The attitude that a patron experiencing gambling harm is **irresponsible, weak, untrustworthy, greedy or foolish** leads to disapproval, blame, lack of support, and negative outcomes.

 The attitude that a patron experiencing gambling harm is **having difficulty controlling their gambling behaviours or emotions, or experiencing mental health issues due to life circumstances** leads to understanding, offers of support, and positive outcomes.

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Why your attitude towards people experiencing gambling harm has important implications

Think back to the different ways of thinking about gambling harm.

Having an attitude that a patron experiencing gambling harm is irresponsible, weak, untrustworthy, unproductive, greedy, or foolish may lead you to blame them for their challenges and make you less likely to offer them the help they need, resulting in negative outcomes for the patron and the venue.

Having an attitude that a patron experiencing gambling harm is currently having difficulty controlling their gambling behaviours and emotions, or may be struggling with a mental health issue, may lead you to seek greater understanding of that patron's difficulties, and make you more likely to offer them appropriate assistance and support, resulting in much better outcomes for the patron and the venue.



Section 3 Quiz



Question 1: Which of the following statements accurately describe someone who is experiencing challenges with gambling? Identify all correct answers.

- a. They gamble regularly for recreational purposes, without spending more than they can afford.
- b. They have difficulty limiting the amount of money and/or time they spend on gambling.
- c. They gamble excessively, which often leads to conflict in their relationships with family and friends.
- d. They are a person of weak character.
- e. They may have incorrect beliefs about the possibility of winning, which leads to gambling behaviour that causes harm.

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SECTION 3 Quiz



Question 1: Which of the following statements accurately describe someone who is experiencing challenges with gambling? (Select all correct answers.)

- a. They gamble regularly for recreational purposes, without spending more than they can afford.
- b. They have difficulty limiting the amount of money and/or time they spend on gambling.
- c. They gamble excessively, which often leads to conflict in their relationships with family and friends.
- d. They are a person of weak character.
- e. They may have incorrect beliefs about the possibility of winning, which leads to gambling behaviour that causes harm.

Question 2: What are some of the effects of staff having a negative attitude towards patrons who are experiencing challenges with gambling? (Select all correct answers.)

Staff are more understanding of patrons

- a. experiencing challenges with gambling.
- b. Patrons experiencing gambling harm are less likely to seek help.
- c. It reinforces the stigma of gamblers as irresponsible, impulsive, weak or foolish.
- d. Patrons experiencing gambling harm may believe those negative attitudes and feel embarrassed.
- e. It helps patrons experiencing gambling harm to regain control of their behaviour.

Question 3: Which of the following groups are high risk of developing challenges with gambling? (Select all correct answers.)

- a. Young men
- b. Middle-aged women
- c. Gaming venue staff
- d. People experiencing mental health issues
- e. People from other cultural backgrounds

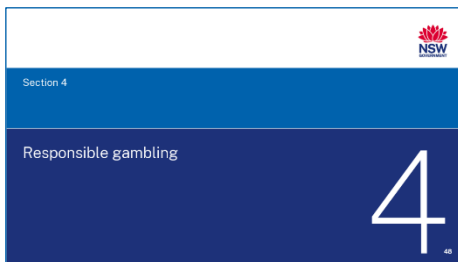
Section 4

Responsible gambling

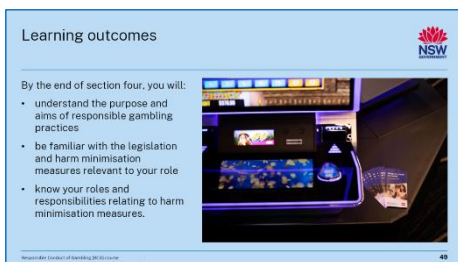


SECTION 4

Responsible gambling



This section explains the purpose of responsible gambling practices, outlines specific things that should be done to minimise gambling harm, and describes the roles and responsibilities of staff with gaming machine duties in making sure that all relevant laws are followed at their venue.



Learning outcomes

By the end of this section, you will:

- understand the purpose and aims of responsible gambling practices
- be familiar with the legislation and harm minimisation measures relevant to your role
- know your roles and responsibilities relating to harm minimisation measures.



Defining responsible gambling

Because we now understand the serious harm that can be caused by gambling –not just to the patron, but also to their family and friends and to the wider society and economy –governments now closely regulate the gambling industry through legislation (laws) and codes of conduct.

The aim of these is to promote a culture of ‘responsible gambling’, in order to minimise gambling harm.



‘Responsible gambling’ means gambling in a way that is enjoyable, that only involves as much money and time as the person can afford, and that does not lead to gambling harm.



Who is responsible for responsible gambling

Maintaining a responsible gambling environment is the responsibility of three key groups: government, the gambling industry (including staff), and patrons themselves.

Each group has a different role to play.

- **Governments** are responsible for establishing the legislation (laws), policies and regulations that apply to gambling, which are all based on the latest research about how to minimise gambling harm.
- **The gambling industry** (which includes gambling operators, venues and staff) is responsible for following all the relevant legislation, policies and regulations at all times.
- **Patrons** are responsible for gambling within their own personally affordable financial and other limits.

For clubs and hotels in NSW, the most relevant government departments are Liquor & Gaming NSW and the NSW Office of Responsible Gambling.

For more information about the organisations responsible for the regulation of gambling in NSW, and the laws that apply to responsible gambling in NSW, see Appendices 1 and 2 at the back of this Participant Workbook.

Harm minimisation measures

To minimise gambling harm, but still allow gambling, there are:

1. harm minimisation measures directly relevant to your role
2. other harm minimisation measures you also need to know about.

Responsible Conduct of Gambling (RCG) course

Harm minimisation measures

To minimise the harm that can be caused by gambling, while still allowing people to gamble if they choose to, the legislation that applies to gambling includes several 'harm minimisation measures' that are directly relevant to your role, as well as other harm minimisation measures that you also need to be aware of.

Harm minimisation measures

A Gaming Plan of Management (GPOM) identifies a venue's responsible conduct of gambling (RCG) obligations and outlines what the venue is doing to meet those obligations.

It provides guidance on the actions that will be taken to ensure compliance with gaming legislation and to support best practice in your approach to RCG.

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Gaming Plan of Management

A Gaming Plan of Management (GPOM) is a framework for patrons and staff to understand a venue's responsible conduct of gambling obligations and harm minimisation measures. It provides guidance to staff on how to meet these obligations and how to respond to particular gaming-related situations.

All hotels and clubs with Gaming Machine Entitlements (GMEs) are required to create and maintain a GPOM, and all staff involved with the conduct of gaming at a venue must be trained in the GPOM and their RCG responsibilities.

The minimum requirements for the GPOM are outlined in amendments to the Gaming Machines Regulation 2019.


The GPOM must outline how the licensee will implement and manage the following legislative requirements:

- Venue gambling signage and information
- Player assistance, including information about exclusion and counselling
- Prevention of minors using gaming machines

Harm minimisation measures

A Gaming Plan of Management (GPOM) identifies a venue's responsible conduct of gambling (RCG) obligations and outlines what the venue is doing to meet those obligations.

It provides guidance on the actions that will be taken to ensure compliance with gaming legislation and to support best practice in your approach to RCG.



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- How prizes will be paid and how cheques will be cashed
- Player reward/account schemes including provision of activity statements
- RCG certification and refresher training for venue staff
- Responsible Gambling Officers
- Gambling incident registers
- A premises plan including the location of the gaming room gaming machines and cash dispensing facilities (ATM and CRT)

The GPOM must:

- include the date, clear headings, page numbers and paragraphs numbers
- include the contact details of local Licensing Police
- include responsibilities and procedures for maintaining and updating the GPOM
- always be available at the venue
- be easily accessible and provided to staff
- be immediately produced for inspection upon request by NSW Police or L&GNSW inspectors
- be reviewed and updated annually and when changes are required to reflect emerging risks and legislative changes

To find out more about the Gaming Plan of Management, visit the [L&GNSW website](https://www.lgnsw.nsw.gov.au/).

Harm minimisation measures directly relevant to your role

Restricting access to minors

- Do not allow anyone aged under 18 into a gaming area.
- Display required signage (see right).
- Unsure of someone's age? Ask for photo ID and their full name and address.
- For more information, see the Appendices to your Participant Workbook.



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Harm minimisation measures directly relevant to your role

These are the harm minimisation measures that you are responsible for applying or following in your role.

Restricting access to minors (people aged under 18 years)

You must not allow any person under the age of 18 years into any gaming area (unless it can be proven that they are only passing through the gaming area while accompanied by a responsible adult).

- Your venue is legally responsible for any operation of gaming machines by minors.
- Signs stating that minors are not allowed (see slide) must be displayed at each entrance to each gaming area.
- If someone tries to access a gaming area (or is already in a gaming area) and you suspect that they are under the age of 18, you must:
- ask them to produce a valid photo ID, *and*
- ask them to state their full name and residential address, and check that these match their photo ID.


For a list of acceptable forms of photo ID and how to check them, see Appendix 3 at the back of this Participant Workbook.

Harm minimisation measures directly relevant to your role

Restricting inducements to patrons

An 'inducement' is something that encourages or persuades someone to do something.

- No free or discounted alcoholic drinks to patrons playing gaming machines.
- Restrictions apply to offering free gaming machine credits.



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Restricting inducements to patrons


An 'inducement' is something that encourages or persuades someone to do something.

- You must not offer or give patrons any free or discounted alcoholic drinks as an inducement to play gaming machines.
- Restrictions also apply to offering patrons free gaming machine credits.

Harm minimisation measures directly relevant to your role

Restricting availability of cash to patrons

- Patrons may cash one cheque per day, up to \$400.
- If a patron has tried to cash a 'bad cheque', you must not cash any more cheques for that patron until they've paid back the amount they owe.
- No credit.
- No cash from credit card accounts (includes ATM and EFTPOS).
- Winnings up to \$5,000 can be paid in cash.
- Winnings over \$5,000 must be paid by cheque or bank transfer.



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Restricting availability of cash to patrons

- Patrons are allowed to exchange cheques for cash, but only one cheque per day per patron, and only up to \$400.
- If a patron has previously tried to cash a 'bad cheque' (a cheque that could not be cashed, for example because there was not enough money in the account, or because there was a mistake on the cheque), then you must not cash any more cheques for that patron until they have paid back the amount they owe the venue from the bad cheque.
- You must not provide credit to a patron, and your venue must not have any cash dispensing facility (ATM or EFTPOS) that allows patrons to withdraw cash from a credit card account.
- Winnings of up to \$5,000 may be paid out in cash. Winnings over \$5,000 must be paid by cheque or by bank transfer. If a patron wins more than \$5,000, you must encourage them to take the entire amount in cheque or bank transfer.

Harm minimisation measures directly relevant to your role

Display mandatory harm minimisation signage

Provide patrons information about how gambling works, the odds of winning and available support services, so they can make informed gambling decisions and minimise gambling harm.



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Displaying harm minimisation signage

Your venue must display signage such as the signs shown on the slide. This gives patrons accurate information about how gambling works, so they can make informed gambling decisions and minimise gambling harm.

The required signage includes information about the odds of winning, the harms associated with gambling, and available support services (which we'll discuss later).

Specifically, venues must do all of the following:

- display posters and make information brochures available in all gambling areas, and
- place contact cards with details of the relevant help services in clear card holders at the end of each row of gaming machines, and
- display stickers on every gaming machine, ATM and cash terminal, showing a warning about gambling and how to get help with gambling challenges.

Gambling incident register

All venues with gaming machines are required to keep a record of all gambling incidents in a register.

The purpose of a gambling incident register is harm minimisation.

Maintaining a register to record incidents of at-risk gambling behaviour and other gambling incidents will help RGOs and senior management to better understand issues affecting their patrons.



Responsible Conduct of Gambling (RCG) course

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Gambling incident register

Always report any incident with a patron in your venue's gambling incident register. All venues with gaming machines are required to keep a record of all gambling incidents in a register.

The purpose of a gambling incident register is harm minimisation. Recording incidents of gambling harm and other gambling incidents will help RGOs and senior management to better understand issues affecting their patrons and proactively offer assistance. The requirements of a gambling incident register are discussed in module 5.4.

Other harm minimisation measures you need to be aware of	
Measure	Description
Minimum 6-hour shutdown	From 4 am to 10 am every day
Gaming machine location	Cannot be visible from outside the venue
ATM/EFTPOS location	Separate area from gaming machines
Promotional prizes	No cash Not worth more than \$1,000
Advertising restrictions	No gaming machine advertising outside venue, to public, without consent, or to self-excluded No advertising of inducements to gamble

Other harm minimisation measures

The legislation also includes several other harm minimisation measures that might not be directly relevant to your day-to-day duties, but you still need to be aware of them so that you can point out to senior management if they are not being followed at your venue. This will help to ensure that your venue is following all the relevant legislation.

- Gaming machines must not be operated for the six-hour period between 4am and 10am each day (or other approved period).
- Gaming machines must be located in an area where they are not visible to anyone outside the venue.
- Any ATM or EFTPOS machines must be in a separate area from where gaming machines are located.
- Any promotional prizes or rewards linked to gaming machines must not be offered in cash, and must not be worth more than \$1,000. (This does not refer to winnings received directly from gaming machines.)
- Advertising of gaming machines is not allowed outside the venue.
- Advertising of gaming machines is only allowed in trade publications and for commercial activities that are not on public display or available to the public.
- Advertising for gaming machines may only be provided to patrons who have consented to receive this material.
- Promotional material cannot be sent to self-excluded patrons (we'll discuss self-exclusion later).
- Advertising of inducements to gamble is not allowed.

Responsible Gambling Officer (RGO)

As part of a suite of gaming reforms to identify and support patrons at risk of gambling harm, the NSW Government has committed to the introduction of Responsible Gambling Officers (RGOs) into hotels and clubs with more than 20 gaming machines.

Venues that meet these requirements must have at least one RGO on duty at all times when gaming machines are in operation, and venues with significantly more gaming machines will be required to staff more Responsible Gambling Officers.

The purpose of the RGO role is to promote proactive gambling harm minimisation. Hotel and club staff working on the floor and in senior management have a shared responsibility to proactively engage with patrons and monitor for potential gambling harm.

An RGO will be expected to have a higher level of responsibility than other gaming staff on the floor and must complete the Advanced Conduct of Responsible Gambling course (ARCG).

RGO duties include:

- identifying patrons who are at risk of gambling harm or displaying behaviour that suggests they are experiencing gambling harm
- proactively checking-in and engaging with patrons where the RGO suspects they might be experiencing gambling harm
- being available if staff members need assistance regarding patrons they suspect might be experiencing gambling harm. For example, they may suggest the patron takes a break from the

Responsible Gambling Officers (RGO)

The purpose of the **Responsible Gambling Officers (RGO)** role is to promote proactive gambling harm minimisation.

Hotel and club staff working on the floor and in senior management have a shared responsibility to proactively engage with patrons and monitor them for potential gambling harm.

Responsible Gambling Officers (RGO)

The purpose of the **Responsible Gambling Officers (RGO)** role is to promote proactive gambling harm minimisation.

Hotel and club staff working on the floor and in senior management have a shared responsibility to proactively engage with patrons and monitor them for potential gambling harm.



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- gaming machine, or that they should go home if they have been there for a long period of time
- escalating serious instances of gambling harm to senior management to intervene (e.g., aggressive behaviour)
 - facilitating the provision of gambling help information
 - facilitating any requests for self-exclusion
 - recording instances of potential gambling harm in a gambling incident register
 - reviewing the gambling incident register on a regular basis and discussing any actions required with venue management
 - working with staff and management to ensure the venue fulfils its harm minimisation obligations
 - promoting harm minimisation measures and procedures within the venue and with other staff.

Responsible Gambling Officers will also be protected from adverse action by their employer for carrying out their role and will have a right to notify L&GNSW in instances where they reasonably believe there is a breach of harm minimisation requirements or are being obstructed from performing their role.

It will be prohibited for an employer to take adverse action against an RGO for carrying out their duties, for example, for banning a patron who is experiencing gambling harm.

To find out more about the Responsible Gambling Officer role, including venue requirements based on gaming machine entitlement numbers, visit the [L&GNSW website](https://www.lgnsw.nsw.gov.au/).

Following harm minimisation measures

Step 1: Know your responsibilities
Examples: Refilling contact card holders; not serving free alcohol; checking ID; paying winnings over \$5,000 by cheque or bank transfer

Step 2: Report any concerns to senior management and record incidents/concerns with patrons in the Gambling incident register
Examples: Can hear/see gaming machines from outside venue; required signage not displayed; venue not closing/opening at appropriate times

Step 3: If necessary, report concerns to Liquor & Gaming NSW
Example: Your gaming manager tells you to serve free alcohol to patrons playing gaming machines, you tell your gaming manager it's against the law, but they tell you to do it anyway

Responsible Conduct of Gambling (RCG) course

Following harm minimisation measures

As a staff member, you are responsible for following all the legal requirements that apply to your role. You are also responsible for taking reasonable action not to cause foreseeable harm to patrons at your venue.

The following steps will help you to make sure you meet these requirements.

Step 1: Know your day-to-day harm minimisation responsibilities

Examples might include refilling the card holders with GambleAware contact cards (we'll talk about GambleAware later); not serving free or discounted alcoholic drinks to patrons playing gaming machines; checking patrons' ID when you're unsure of their age; and always paying winnings of more than \$5,000 by cheque or bank transfer.

Step 2: Report any concerns to senior management and record incidents/concerns with patrons in the gambling incident register

If you notice that your venue is not meeting one of its legal requirements, and that requirement is not part of your own day-to-day duties, then you must report the issue to the senior management of your venue.

Following harm minimisation measures

Step 1: Know your responsibilities
 Examples: Refilling contact card holders; not serving free alcohol; checking ID; paying winnings over \$5,000 by cheque or bank transfer

Step 2: Report any concerns to senior management and record incidents/concerns with patrons in the Gambling incident register
 Examples: Can hear/see gaming machines from outside venue; required signage not displayed; venue not closing/opening at appropriate times

Step 3: If necessary, report concerns to Liquor & Gaming NSW
 Example: Your gaming manager tells you to serve free alcohol to patrons playing gaming machines, you tell your gaming manager it's against the law, but they tell you to do it anyway

Examples might include if you happen to notice that you can hear or see the gaming machines from outside the venue; that the required signage is not displayed in the gaming area; or that the venue is operating gaming machines during the required shutdown period. Your senior management must then address the issue. Record any incidents or concerns of gambling harm with patrons in your venues gambling incident register.

Step 3: If necessary, report concerns directly to Liquor & Gaming NSW

If the senior management of your venue fails to address the issue you have raised, then you can report the issue directly to Liquor & Gaming NSW. An example might be that your gaming manager asks you to serve free alcohol to certain 'big spenders' while they play the gaming machines, and you mention that this is against the law, but your manager tells you to do it anyway. On the next slide we will discuss how to report your concerns.

Reporting a concern to Liquor & Gaming NSW

www.liquorandgaming.nsw.gov.au

- Community and stakeholders
- Have your say
- Complaints
- Report a breach of the law

The process is anonymous. Your personal details will not be disclosed to your venue.

How to report a concern to Liquor & Gaming NSW

If you ever need to report a concern directly to Liquor & Gaming NSW, you can do it online by following these links:

Liquor & Gaming NSW (www.liquorandgaming.nsw.gov.au)

> Community & stakeholder > Have your say > Complaints > Report a breach of the law

This will take you to an online form, where you can report your concern by filling in the boxes provided.

You can also report your concern by phone on 1300 024 720.

Whether you make your report online or by phone, the process is anonymous, so your personal details will not be disclosed to your venue without your permission.

Remember, if a venue is not following the required harm minimisation measures, and you don't report the issue to make sure it is addressed, the venue might be fined for not meeting the requirements

Activity 4.1 Which of these should you report?

- You notice a staff member giving some of the regular patrons' free beer or wine when they play gaming machines.
- You notice a staff member giving some of the regular patrons' free tea or coffee when they play gaming machines.
- A patron has brought their one-year-old son to the venue. They take their son into the gaming machine area and sit him on their knee while they play the machines.
- A patron and their seven-year-old daughter walk through the gaming machine area to get to the bistro. This is the only way to get to the bistro from the front entrance.
- You notice a patron playing gaming machines who looks like they might be underage, but you're not sure. You ask them for ID, and they show you their TAFE student card, which they say is the only ID they have.
- You are sharing the cash till with another staff member who has been working at the venue for much longer than you. You see this staff member exchange a cheque for \$300 cash. It's the first time you've seen that patron at the venue that day.
- A patron has won the grand prize of \$8,000 on a gaming machine. A staff member agrees to pay all the patron's winnings in cash.

ACTIVITY 4.1

Which of these scenarios should you report to senior management?
 (select all correct answers)



- You notice a staff member giving some of the regular patrons free beer or wine when they play gaming machines.
- You notice a staff member giving some of the regular patrons free tea or coffee when they play gaming machines.
- A patron has brought their one-year-old son to the venue. They take their son into the gaming machines area and sit him on their knee while they play the machines.
- A patron and their seven-year-old daughter walk through the gaming machines area to get to the bistro. This is the only way to get to the bistro from the front entrance.

Activity 4.1 Which of these should you report?



- a. You notice a staff member giving some of the regular patrons' free beer or wine when they play gaming machines.
- b. You notice a staff member giving some of the regular patrons' free tea or coffee when they play gaming machines.
- c. A patron has brought their one-year-old son to the venue. They take their son into the gaming machine area and sit him on their knee while they play the machines.
- d. A patron and their seven-year-old daughter walk through the gaming machine area to get the bistro. This is the only way to get to the bistro from the front entrance.
- e. You notice a patron playing gaming machines who looks like they might be underage, but you're not sure. You ask them for ID, and they show you their TAFE student card, which they say is the only ID they have.
- f. You are sharing the cash till with another staff member who has been working at the venue for much longer than you. You see this staff member exchange a cheque for \$300 cash. It's the first time you've seen that patron at the venue that day.
- g. A patron has won the grand prize of \$8,000 on a gaming machine. A staff member agrees to pay all the patron's winnings in cash.

ACTIVITY 4.1 continued.... (select all correct answers.)

- e. You notice a patron playing gaming machines who looks like they might be underage, but you're not sure. You ask them for ID, and they show you their TAFE student card, which they say is the only ID they have.
- f. You are sharing the cash till with another staff member who has been working at the venue for much longer than you. You see this staff member exchange a cheque for \$300 cash. It's the first time you've seen that patron at the venue that day.
- g. A patron has won the grand prize of \$8,000 on gaming machines. A staff member agrees to pay all the patron's winnings in cash.

Section 4 Quiz



Question 2: As a staff member, which of the following are your responsibilities? Identify all correct answers.

- a. To visit patrons at their home to provide support
- b. To prevent underage gambling
- c. To make sure responsible gambling brochures and contact cards are available to patrons
- d. To diagnose patrons with a clinical gambling disorder
- e. To report any breaches of legislation or regulations that you notice

SECTION 4 Quiz



Question 1: What do harm minimisation measures do? (Select all correct answers.)

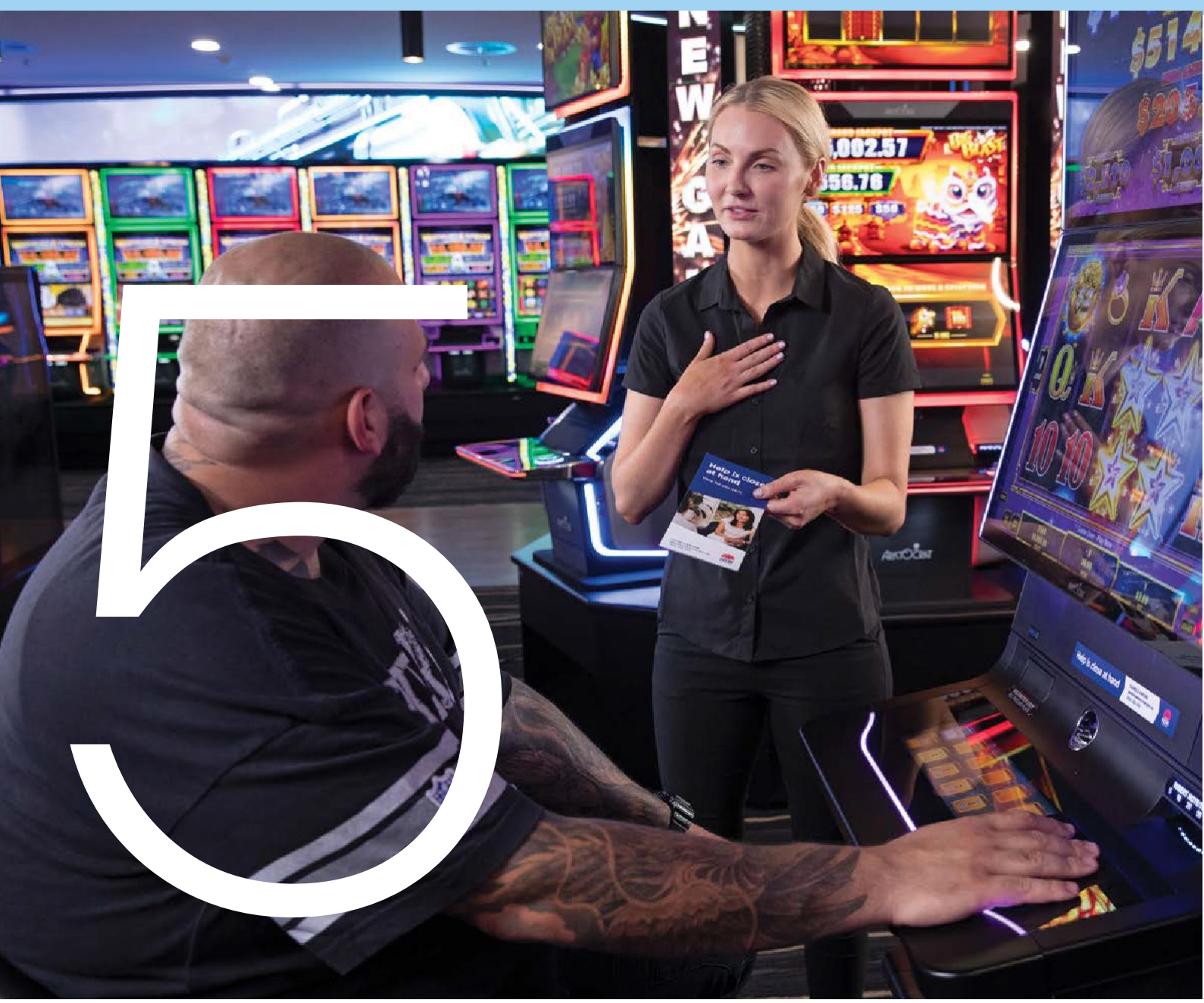
- a. Help patrons to make informed choices when gambling
- b. Require venues to provide a safe gambling environment
- c. Help patrons to limit the amount of time but not the amount of money they spend gambling
- d. Inform patrons of the risks linked to gambling and where to get help if they need it

Question 2: As a staff member, which of the following are your responsibilities? (Select all correct answers.)

- a. To visit patrons at their home to provide support
- b. To prevent underage gambling
- c. To make sure responsible gambling brochures and contact cards are available to patrons
- d. To diagnose patrons with a clinical gambling disorder
- e. To report any breaches of legislation or regulations that you notice

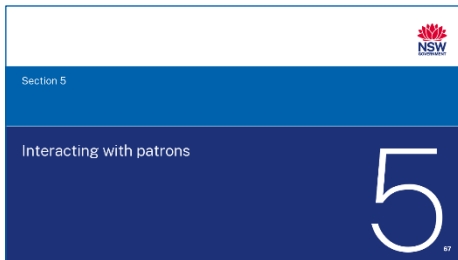
Section 5

Interacting with patrons

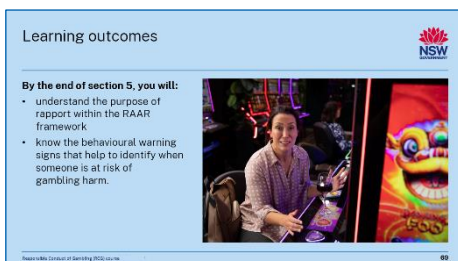


SECTION 5

Interacting with patrons



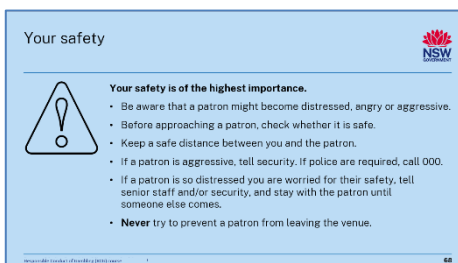
This section introduces the '**RAAR**' framework, which stands for **R**apport; **A**pproach and assess; **A**ssist; and **R**eport. The **RAAR** framework gives you the knowledge, skills and confidence to interact safely and effectively with all patrons at your venue, including those who might be distressed or angry. It provides a proactive approach, which encourages you to identify and respond to any patrons experiencing gambling harm.



Learning outcomes

By the end of this module, you will:

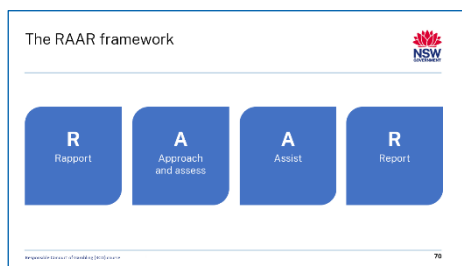
- understand the purpose of rapport within the **RAAR** framework
- know the behavioural warning signs that help to identify when someone is at risk of gambling harm.



Your safety

Your safety at work is of the highest importance. So before we begin this section, we're going to take a moment to emphasise some guidelines to protect your safety at all times, in every interaction you have with patrons.

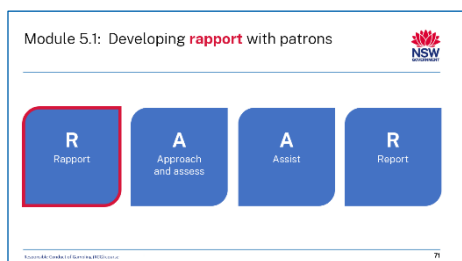
- Be aware that if a situation becomes challenging, a patron might become distressed, angry, aggressive or potentially even violent.
- Before you approach any patron, check whether the patron is showing any signs of distress or aggressive behaviour, and decide whether you can safely approach them or whether you need the support of another staff member or a manager.
- If you are concerned that a situation might become challenging, always keep a safe distance between you and the patron.
- If a patron is displaying aggressive behaviour, tell security. If police assistance is required, call 000.
- If a patron becomes so distressed that you are concerned for their safety, ask for immediate assistance from senior staff and/or security, and stay with the patron until someone else can take over (such as senior staff, security, police or ambulance officers).
- Never try to hold or restrain a patron if they choose to leave the venue, even if they are extremely distressed or aggressive.



MODULE 5.1

The 'RAAR' framework

Rapport > Approach and assess > Assist > Report



Developing rapport with patrons

This module introduces you to the first step in the **RAAR** framework: **R**apport. Developing rapport with patrons allows you to identify any patrons who may be experiencing gambling harm, distress, or dissatisfaction with the venue, and makes patrons feel more comfortable about approaching staff if they require support.



Defining rapport

In a general sense, developing 'rapport' with someone means establishing a good relationship with them, so that you can communicate effectively and understand each other's feelings, ideas, and points of view.

In gaming venues, developing rapport with patrons means:

- developing respectful relationships with patrons
- making patrons feel comfortable raising any concerns with you about their experience at the venue.



The importance of rapport

ACTIVITY 5.1



The importance of rapport with patrons
What do you think are some of the benefits of having good rapport with patrons?

Developing rapport in everyday life

Activity 5.2 How do you usually develop rapport with a person when you're getting to know them? What do you do? What do you say?



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How to develop rapport

Developing rapport in everyday life

We're going to start by looking at how you develop rapport in your everyday life.

Whenever you're getting to know someone new, you generally say and do certain kinds of things-probably without even thinking about it-to establish a friendly connection with that person.

Each of you will have your own 'style' of getting to know new people.

ACTIVITY 5.2

Developing rapport in everyday life



How do you usually develop rapport with a person when you're getting to know them? What do you do? What do you say?

Developing rapport with patrons

- Try to start a conversation.
- Introduce yourself in a polite, friendly way. Greet them by their name if you can and welcome them to the venue.
- Always be professional and respectful in your interactions with patrons.

Examples:

"Hi, I'm [name] and I work here at [venue]. Welcome! I'm here to help, so please let me know if there's anything I can do for you at any time."

"Hi [patron's name], welcome back! It's nice to see you again. How are you today?"



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How to develop rapport with patrons

Many of the same strategies from everyday life will come in handy when developing rapport with patrons.

Here are some basic steps to follow when introducing yourself and developing rapport with patrons.

- Make an effort to start a conversation.
- Introduce yourself in a polite, friendly way. Greet them by their name if you can and welcome them to the venue. For example:
 "Hi, I'm [name] and I work here at [venue]. Welcome! I'm here to help, so please let me know if there's anything I can do for you at any time"
 "Hi [patron's name], welcome back! It's nice to see you again. How are you today?"
- Always be professional and respectful in your interactions.

Warning signs of gambling harm

Any behaviours that suggest that someone might be experiencing some level of harm because of their gambling.

Activity 5.3 What warning signs of gambling harm would you expect to see in a club or hotel?

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Identifying warning signs of gambling harm

An important reason for developing rapport with patrons is so that you can identify any warning signs of gambling harm.

A warning sign of gambling harm is any behaviour that suggests that someone *might* be experiencing some level of gambling harm.

Warning signs of gambling harm

Any behaviours that suggest that someone might be experiencing some level of harm because of their gambling.

Activity 5.3 What warning signs of gambling harm would you expect to see in a club or hotel?

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ACTIVITY 5.3

Warning signs of gambling harm



What warning signs of gambling harm would you expect to see in a club or hotel?

Types of warning signs

Three categories of warning signs that suggest the likelihood that someone might be experiencing gambling harm:

General	Probable	Strong
Less likely		More likely

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Types of warning signs

Researchers have identified a number of warning signs of gambling harm, which can be grouped into three categories that reflect how likely it is that the person might be experiencing gambling harm.

- **General** warning signs should raise some concern that the person might possibly be experiencing gambling harm.
- **Probable** warning signs should raise more concern because they suggest that the person is more likely to be experiencing gambling harm.
- **Strong** warning signs should raise even more concern because they suggest that the person is very likely to be experiencing gambling harm.

It's important to understand that these three categories do not reflect the seriousness or cause of the gambling harm that the patron might be experiencing. They reflect how likely it is that the patron might be experiencing some type of gambling harm.

Think of it like this...

Sore, scratchy throat?
You might possibly have the flu = **general warning signs**

Sore, scratchy throat, runny nose, very tired?
You probably do have the flu = **probable warning signs**

Sore, scratchy throat, runny nose, very tired, fever, chills, body aches?
It's certain that you have the flu = **strong warning signs**

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Think of it like this ...

It might be helpful to think if the warning signs of gambling harm in the same way you might think of the warning signs of having the flu.

- If you notice that you're developing a sore throat, you might think that you might possibly have the flu ... but it could just be a cold, or maybe even something you ate. *These symptoms are like **general** warning signs.*
- If you then also develop a runny nose and feel very tired, as well as having a sore throat, you might think that you probably do have the flu ... although it could still just be a cold, or some other illness. *These symptoms are like the **probable** warning signs.*
- If you go on to develop a fever and chills and body aches, as well as the runny nose and tiredness and sore throat, then you'll probably feel fairly certain that you really do have the flu. *These symptoms are like the **strong** warning signs.*

Think of it like this...

Sore, scratchy throat?
You might possibly have the flu = **general warning signs**

Sore, scratchy throat, runny nose, very tired?
You probably do have the flu = **probable warning signs**

Sore, scratchy throat, runny nose, very tired, fever, chills, body aches?
It's certain that you have the flu = **strong warning signs**

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Notice that even when you have all of these symptoms and are pretty sure that you probably do have the flu, the only way to be absolutely sure is to see a doctor, who can assess you and diagnose whether you really do have the flu or not.

It's similar for the warning signs of gambling harm. Showing some of the warning signs does not mean that a person is definitely experiencing gambling harm, but it does suggest that the person is more likely to have challenges with gambling than someone who does not show any of the warning signs.

The only way to be absolute sure that a person is experiencing gambling harm is if a qualified professional (such as a clinical psychologist) has assessed and diagnosed them.

General warning signs

General

- Starts gambling when the venue is opening, or only stops when the venue is closing
- Gambles most days
- Asks to change large notes for gambling
- Shows a significant increase in spending patterns
- Complains to staff about losing or blames the venue or gaming machine
- Gambles on more than one machine at the same time
- Uses rituals or shows superstitious behaviours such as rubbing the machine
- Rushes from one machine to another

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General warning signs of gambling harm

These signs should raise some concern that the person might possibly be experiencing gambling harm.


- Starts gambling when the venue is opening, or only stops when venue is closing
- Gambles most days
- Asks to change large notes before gambling
- Shows a significant increase in spending patterns
- Complains to staff about losing, or blames the venue or the machines for losing
- Gambles on more than one machine at the same time
- Uses rituals or shows superstitious behaviours, such as rubbing the machine, talking to the machine, or using a 'lucky charm'
- Uses the coin machine at least four times
- Rushes from one machine to another

Activity 5.4 Which of the general warning signs do you think would be easier to notice, and why?

Which do you think would be easier to notice after you've developed rapport with a patron (or at least directly interacted with them)?

Many of the general warning signs are harder to identify without having developed rapport or at least directly interacted with a patron.

By developing rapport with patrons, you are much more likely to notice when their behaviour is out of the ordinary and could suggest that they might be experiencing gambling harm.



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ACTIVITY 5.4 General warning signs of gambling harm



Which of these general warning signs do you think would be easier to notice, and why?

Activity 5.4 Which of the general warning signs do you think would be easier to notice, and why?



Which do you think would be easier to notice after you've developed rapport with a patron (or at least directly interacted with them)?

Many of the general warning signs are harder to identify without having developed rapport or at least directly interacted with a patron.

By developing rapport with patrons, you are much more likely to notice when their behaviour is out of the ordinary and could suggest that they might be experiencing gambling harm.



ACTIVITY 5.4 General warning signs of gambling harm



Which do you think would be easier to notice after you've developed rapport with a patron (or at least directly interacted with them)?

Probable warning signs



Probable

- Finds it difficult to stop gambling at closing time.
- Withdraws cash through ATM or EFTPOS more than once.
- Avoids the cashier, instead using the ATM themselves.
- Puts large wins back into the machine and keeps playing.
- Often gambles for long periods (three or more hours) without a proper break.
- Plays very fast.
- Plays intensely, without reacting to what's going on around.
- Becomes angry or stands over others if someone takes their favourite machine/spot.
- EFTPOS is repeatedly declined by their bank.

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Probable warning signs of gambling harm

- Finds it difficult to stop gambling at closing time
- Withdraws cash through ATM or EFTPOS more than once
- Avoids the cashier, instead using the ATM themselves
- Puts large wins back into the machine and keeps playing
- Often gambles for long periods (three or more hours) without a proper break
- Plays very fast
- Gambles intently, without reacting to what's going on around them
- Becomes angry or stands over others if someone takes their favourite machine/spot
- EFTPOS is repeatedly declined by their bank

Strong warning signs



Strong

- Gambles from opening until closing.
- Tries to borrow money from other patrons or from staff.
- Displays generally poor hygiene, or a significant decline in personal grooming or appearance over several days (body odour, dirty or unchanged clothes, messy or greasy hair).
- Hides their presence at the venue.
- Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine).
- Tells staff that gambling is causing them challenges.
- Friends or family raise concerns about them with staff.

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Strong warning signs of gambling harm

- Gambles from opening until closing
- Tries to borrow money from other patrons or from staff, or asks for credit
- Displays generally poor hygiene, or a significant decline in personal grooming or appearance over several days (body odour, dirty or unchanged clothes, messy or greasy hair)
- Tries to hide their presence at the venue
- Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)
- Tells staff that gambling is causing them challenges
- Friends or family raise concerns about them with staff

Activity 5.5 Which of the probable and strong warning signs do you think would be easier to notice, and why?



Which do you think would be easier to notice after you've developed rapport with a patron (or at least directly interacted with them)?

Easier to identify

- Becomes angry or stands over others if someone takes their favourite machine/spot.
- Shows obvious signs of distress or anger.
- Displays generally poor hygiene, or significant decline in personal grooming or appearance over several days.

In the middle

- Plays intently, without reacting to what's going on around them.
- Gambles from opening to closing.
- Often gambles for long periods without a proper break.
- Tries to borrow money from others or asks for credit.

Harder to identify

- Puts large wins back into the machine and keeps playing.
- Tries to hide their presence at the venue.
- Avoids the cashier, and instead uses the ATM themselves.

ACTIVITY 5.5

Probable and strong warning signs of gambling harm



Which of these **probable** and **strong** warning signs do you think would be easier to notice, and why?

Which do you think would be easier to notice after you've developed rapport with a patron (or at least directly interacted with them)?

Activity 5.6 Case study: A patron showing warning signs of gambling harm



As we watch this video, notice any warning signs of problematic gambling behaviour that you think the character Ruby is showing, and write them down under the relevant headings:

General

Probable

Strong

How could you use rapport to better understand the warning signs Ruby is showing?



ACTIVITY 5.6

Case study: A patron showing warning signs of gambling harm



As we watch this video, notice any warning signs of gambling harm that you think the character Ruby is showing, and write them down here under the relevant headings.

(Note that the video script is provided below, in case you want to follow it while watching.)

General warning signs of gambling harm

Probable warning signs of gambling harm

Strong warning signs of gambling harm

Activity 5.6 Case study: A patron showing warning signs of gambling harm



As we watch this video, notice any warning signs of problematic gambling behaviour that you think the character Ruby is showing, and write them down under the relevant headings:

- General
- Probable
- Strong

How could you use rapport to better understand the warning signs Ruby is showing?



Responsible Conduct of Gambling (RCG) course

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ACTIVITY 5.6

Case study: A patron showing warning signs of gambling harm



How could you use rapport to better understand the warning signs Ruby is showing?

Video script



Narrator: Ruby is a regular patron at the club. You often see her playing on the gaming machines during her visit. The last few times

she has visited, she's played on the machines for a few straight hours, and you've had to tell her that the gaming area is closing, and she will need to leave.

You are cleaning the gaming machine room just before close one night, and notice that once again Ruby is the only person still remaining. You approach her.

Looking tired and dishevelled, Ruby talks to the machine while hitting the spin button rapidly.

Staff member: Hey Ruby, just letting you know that we're closing in two minutes, so you may want to cash in your credits now.

Ruby jumps at the staff member's voice. After realising what they've said, she becomes visibly agitated.

Ruby: Okay, I'm sorry, I didn't realise the time. Can I just get a little bit longer? I just need to win back some of what I put in today.

Ruby begins looking through her purse for more money.


Staff member: I'm sorry if I startled you Ruby, and I do need to ask you to stop playing now. I need to make sure these machines are turned off by 4 am.




Ruby [looking disappointing]: Okay. Um, I guess I'll be here tomorrow. You know, these machines are rigged, because I've been playing for hours without a win. I have no idea how I'm going to cover rent this month. Guess I'll see you tomorrow.

Staff member looks at Ruby with concern.

Narrator: That's the end of the scene for now. We'll pick it up again later after covering some important course material that will help guide you in providing Ruby with some appropriate GambleAware resources.

Key messages



-  Warning signs are only suggestions that a patron might be experiencing gambling harm.
-  Watch the patron's behaviour to see how many signs are present. The more signs present, the more likely it is that they might be experiencing gambling harm.
-  Having rapport with a patron helps you to notice if anything is different that might suggest that they are experiencing gambling harm.

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Important notes about warning signs


It's very important to remember that warning signs are only suggestions that a patron might be experiencing gambling harm. There are also other warning signs that we have not covered today.

You can never know for sure that a patron is experiencing gambling harm based on warning signs alone, but the more warning signs you notice, the more likely it is that the patron might be experiencing gambling harm.

For this reason, it's very important for you to observe and notice each patron's behaviour over time.

Developing rapport with patrons is also very important, because it helps you to notice if anything is ever different that might suggest that the patron is experiencing gambling harm.

Module 5.1 Quiz



Question 1: Your safety at work is of the highest importance. What are some ways you can stay safe at work? Identify all correct answers.

- a. Tell security if a patron is displaying aggressive behaviour.
- b. Make sure the patron knows you are in charge, by yelling at them to stop being angry and listen to you.
- c. Before approaching a disruptive patron, assess the situation to make sure it is safe for you to approach them.
- d. Always call 000 to let police, fire and ambulance know that a patron is being disorderly.
- e. Avoid doing anything yourself, and hope that senior management will deal with the situation.

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MODULE 5.1 Quiz



Question 1: Your safety at work is of the highest importance. What are some ways you can stay safe at work? (Select all correct answers.)

- a. Tell security if a patron is displaying aggressive behaviour.
- b. Make sure the patron knows you are in charge, by yelling at them to stop being angry and listen to you.
- c. Before approaching a disruptive patron, assess the situation to make sure it is safe for you to approach them.
- d. Always call 000 to let police, fire and ambulance know that a patron is being disorderly.
- e. Avoid doing anything yourself, and hope that senior management will deal with the situation.

Question 2: Why is it necessary for you to develop rapport with patrons? (Select all correct answers.)

- a. To make them feel welcomed and valued
- b. To be given more tips
- c. To get to know their usual gambling patterns and behaviours
- d. To be nominated for the Employee of the Month award
- e. To notice when they show warning signs of gambling harm


Question 3: A patron shows the following warning signs:

1. Withdraws cash on many occasions
2. Gambles on more than one machine at once
3. Significant decline in personal grooming.

Which type is each of these warning signs?

- a. 1=**probable**, 2=**probable**, 3=**strong**
- b. 1=**general**, 2=**probable**, 3=**strong**
- c. 1=**probable**, 2=**strong**, 3=**probable**
- d. 1=**probable**, 2=**general**, 3=**strong**

Module 5.2: **Approaching and assessing** patrons who show warning signs of gambling harm



R
Report

A
Approach and assess

A
Assist

R
Report

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MODULE 5.2:

Approaching and assessing patrons who show warning signs of gambling harm

Module 5.1 introduced you to the first step in the **RAAR** framework: developing **R**apport with patrons, which includes noticing when a patron is showing warning signs of gambling harm.


This module covers the second step, by giving you the practical skills to **A**pproach and assess patrons who are showing warning signs of gambling harm.

Learning outcomes

By the end of this module, you will:


- know how to approach a patron who is showing warning signs of gambling harm
- know how to assess the likelihood that the patron is experiencing gambling harm.

Learning outcomes




By the end of this module, you will:

- know how to approach a patron who is showing warning signs of gambling harm
- know how to assess the likelihood that the patron is experiencing gambling harm.




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Approaching and assessing a patron



When you notice that a patron is showing warning signs of gambling harm:

1. **Approach:** Start a conversation. Ask them if they are having any issues at the venue, and how you can help.
2. **Assess:** Listen closely to what they say and how they say it, to notice any warning signs.



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Defining approaching and assessing


When you notice that a patron is showing warning signs of gambling harm, you need to approach the patron and assess the situation.

These are the two simple steps you need to take:


1. **Approach:** Start a conversation with the patron. Ask them if there are any issues they may be having at the venue, and ask how you can help.
2. **Assess:** Listen closely to what they say and how they say it, to see if you notice any of the warning signs.

Although these simple steps might seem obvious, staff often choose not to follow them. Let's talk about why this might be the case.

Activity 5.7 Approaching a patron



What do you think are some of the reasons a staff member might not approach a patron who is showing warning signs?



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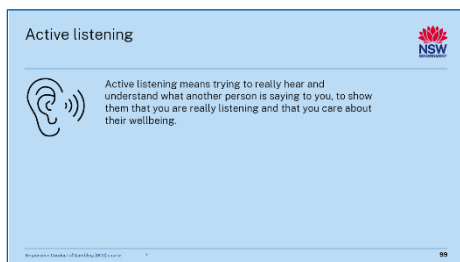
Possible barriers to approaching

ACTIVITY 5.7

Barriers to approaching



What do you think are some of the reasons a staff member might not approach a patron who is showing warning signs of gambling harm?



Skills that will help you to approach and assess patrons

To help you to overcome possible barriers, this module gives you the skills you need to confidently approach patrons who are showing warning signs.

Active listening

‘Active listening’ means making an effort to really hear and understand what another person is saying to you, to show them that you are really listening and that you care about their wellbeing.

Using active listening with patrons involves all of the following.

Your body language

- Give your full attention to the patron and their concerns and stopping anything else you’re doing at the time (collecting glasses, etc.).
- Be attentive, but relaxed.
- Face the patron, and make eye contact with them, to show that you are ready to listen and that you care about their wellbeing.
- Show your understanding through appropriate facial expressions and nodding, etc.
- Don’t point at them.
- Don’t cross your arms.

Your tone of voice

- Speak in a friendly and confident way.
- Be fairly informal, but always polite and respectful.
- Speak in a calm and caring way.
- Be assertive.
- Be positive.

The conversation

- Be interested in the details of what they’re talking about and ask open questions to encourage them to share more about it. (“Can you tell me more about ...?”)
- Wait for them to finish what they are saying before you respond, and don’t interrupt when they are talking or ‘rush’ the conversation.
- Summarise back to them what they’ve said to you, to make sure you’ve understood them correctly and to show them that you are really listening. (“So you’re saying that ... Is that what you mean?”)
- Provide regular feedback to show that you’re listening and understanding. (“I can see why you might feel that way.” “It sounds like things are really difficult for you at the moment.” “It’s normal to feel disappointed.”)
- Don’t jump to conclusions about their situation or tell them how you think they must be feeling. (“It looks like you’re having a really bad day.”)
- Always be neutral and non-judgmental, because it’s not your job to advise or to judge a patron’s behaviour, and because it’s unlikely that you’re aware of their full circumstances. This will ensure the patron feels comfortable expressing any concerns to you, without feeling defensive.




Approaching a patron showing **general** warning signs

Your approach should be polite, friendly, informal, and customer service-focused.

Use 'icebreakers' to start a conversation:
 "The weather's been hot, hasn't it?"
 "Have you tried the new snacks menu?"
 "Is there anything I can help you with?"

Explore any concerns the patron raises.
 "Can you tell me more about...?"

The conversation has two purposes: the obvious one (to provide customer service, check if they need anything) and a less obvious one (to check for any signs of a problem).



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How to approach a patron showing **general** warning signs

The best way to approach a patron will depend on what type of warning signs they're showing.

Have a look back at the lists of warning signs to remind yourself of the three types: **general**, **probable** and **strong**.

If a patron is showing **general** warning signs, it's best to approach them in a way that is:

- polite
- friendly and informal
- customer service-focused, meaning that you're showing willingness to meet their needs and expectations.

One way to do this is by using 'icebreakers', which are simple topics that can be used to start a conversation. Examples might include the weather, or the venue facilities, or your role in making sure they are enjoying themselves. ("Hi [name], how are you today? The weather's been hot, hasn't it?" "Have you tried the new snacks menu?" "Is there anything I can help you with?")

These conversation starters might lead to responses from the patron that suggest they're not enjoying their time, or are distressed. If you suspect that a patron might have a concern, explore the topic further by asking open questions, such as, "Can you tell me more about ... ?" This could lead to an opportunity for you to assist them with their concern.


This kind of conversation has two purposes –one that is obvious to the patron and another that is not so obvious. You're talking about the weather or the venue's services, but at the same time you're listening actively for anything they say that might suggest they are not enjoying their experience. Your two aims are to provide customer service while also assessing their situation.

Approaching a patron showing **probable or strong** warning signs

Use a more direct approach:

Describe what signs you have observed
 "Hi [name], I noticed that you are/were..."

State that you are concerned about their behaviour
 "Is everything OK [name]?"
 "I'm concerned that something might be wrong."
 "I'd like to help you if I can."



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How to approach a patron showing **probable or strong** warning signs

Have another look back at the lists of warning signs to remind yourself of the three types: **general**, **probable** and **strong**.

If a patron is showing **probable or strong** warning signs, your approach should be different.

Start a more direct conversation, in which you:

- clearly state which warning signs you've noticed. ("Hi [name], I noticed that you are/were ...")
- express your concern about why the behaviour might suggest an issue. ("Is everything OK [name]?" "I'm concerned that something might be wrong." "I'd like to help you if I can.")

Doing these two things will show the patron that you are observing their behaviour, and that you are concerned and ready to help when required.

Approaching a patron showing probable or strong warning signs

Remember:

- Always be non-judgmental, and show empathy.
- Respect the patron's privacy and confidentiality. If necessary, take them to a more private area to talk (remembering your own safety), or refer the matter to your manager.

Empathy means understanding someone else's feelings or experiences, by imagining what it might feel like to be in their situation.



Responsible Conduct of Gambling - Standard Course 182

Remember, though, that even in these more direct conversations with patrons, you should always be non-judgmental, and show empathy. ('Empathy' means understanding of the patron's feelings or experiences, by imagining what it might feel like to be in their situation.)

It's also important that you always respect and protect the patron's privacy and confidentiality, especially when talking about sensitive topics. If you think a patron is about to disclose sensitive information, and other patrons or staff might be able to hear the conversation, ask the patron to come and talk with you in a more private area, such as an office (with the door left open, for your safety) or a quiet table at the cafe. You might also need to refer the matter to your manager.

What to do in more difficult situations

- A patron might become defensive when you approach them to raise your concerns.
- Stay calm, and avoid arguing with them.
- Speak up for yourself, confidently but politely.
- Remember, you are within your rights to raise your concerns.
- If they become aggressive, disruptive or disorderly, politely but firmly ask them to stop it, and offer to help them.
- If you can't manage the situation, politely excuse yourself and advise your manager.

Responsible Conduct of Gambling - Standard Course 183

What to do in more difficult situations

In some cases, a patron who is showing **probable** or **strong** warning signs might become defensive when you approach them to raise your concerns, even if you do it in a friendly and non-judgmental way.

They might say something like, "What I do is none of your business!"

In a situation like this, it's important for you to stay calm and to avoid arguing with them.

Instead, you should speak up for yourself in a way that is direct and confident, but also polite and respectful.

Remember, you are well within your rights to raise any concerns you have about a patron's gambling behaviour when you've noticed warning signs. It's the same as when you've noticed that a patron is drinking excessively. In both cases, it's appropriate for you to act.

If the patron becomes aggressive, disruptive or disorderly, you should politely but firmly ask them to stop that behaviour and offer to work with them to resolve the situation.

If the situation becomes worse, or if you cannot resolve it, politely excuse yourself and go and advise your manager.

Keep in mind ...

- In most cases when you need to approach a patron who is showing warning signs, the interaction will simply be an opportunity to provide customer service and develop rapport.
- However, if you ever feel uncomfortable or out of your depth, you should speak to your manager.
- If a patron is ever being abusive, aggressive or disorderly, call security immediately.
- Your safety –and the safety of other patrons and staff –is the most important consideration.

Video



BODY LANGUAGE



TONE OF VOICE

CONTENT AND
ENGAGEMENT

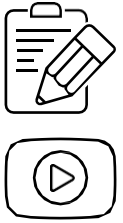
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ACTIVITY 5.8

What went wrong?

Video script



Narrator: The staff member has noticed that the patron has been obsessively trying to win on one machine for a while now.

Staff member: You all right, mate?

Joe: I've been here for a few hours, with no luck at all. Yesterday I won

\$300, today nothing. I've lost a lot of money. Yesterday I walked away with \$300, and today nothing!

[Joe sounds frustrated and disappointed and is wringing his hands.]

Staff member: Oh well. You win some, you lose some.

[Staff member looks disinterested, is slouched, and has their arms crossed, and avoids eye contact with Joe.]

Joe: No, no, you don't understand. I really need this money. I'm in very bad — *[is interrupted by staff member]*

Staff member: Worrying about it won't help.

[Staff member is dismissive and says under their breath while looking away from Joe: "Once an addict, always an addict."]

What did the staff member do wrong in this interaction?

What did the staff member say?

What was their tone of voice?

What was their body language?

Video



BODY LANGUAGE



TONE OF VOICE



CONTENT AND ENGAGEMENT

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ACTIVITY 5.9

What went right?

Video script



Staff member: Hey Joe, I noticed your coffee is empty – would you like to order another?

Joe: I don't need another coffee – I need a win! I've been playing this machine for hours, with no luck at all! Yesterday I won \$300, today nothing!

[Joe sounds frustrated and disappointed and is wringing his hands.]

Staff member: Sorry to hear that. You seem frustrated by the amount you spent on gaming machines today – is that right?

[Staff member is attentive but relaxed, is facing the patron, maintaining eye contact, isn't crossing their arms. Their tone of voice is confident, yet friendly and empathic.]

Joe: Frustrated? I've won nothing at all, and I need a win! But you wouldn't understand.

Staff member: Hey, I'd like to understand more, if I can. I do know that losing on gaming machines can be hard on people. Hey, would you mind taking a break for a bit and we can chat some more? Or if you'd like, I can get my manager – we can talk to him?

What did the staff member do right in this interaction?

What did the staff member say?

What was their tone of voice?

What was their body language?



Module 5.2 Quiz



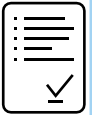
Question 1: Which of the following are part of active listening?
Identify all correct answers.

- a. Giving the patron your full attention
- b. Correcting the patron if they say something wrong
- c. Being interested, and asking open questions
- d. Agreeing with everything the patron says
- e. Summarising what the patron has said, to make sure you understand correctly

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MODULE 5.2 Quiz



Question 1: Which of the following are part of active listening?
(Select all correct answers.)

- a. Giving the patron your full attention
- b. Correcting the patron if they say something wrong
- c. Being interested, and asking open questions
- d. Agreeing with everything the patron says
- e. Summarising what the patron has said, to make sure you understand correctly

Question 2: What does it mean to have a conversation with two purposes?

- a. To have two different conversations with two patrons at the same time
- b. To have a conversation that has an obvious aim as well as another less obvious aim
- c. To have a conversation where you pretend to care about a patron's problems, but you really don't
- d. To have a conversation where you pretend that nothing is wrong, to make the patron feel better

Question 3: What should you not do when you approach a patron who is showing **probable** or **strong** warning signs?

- a. Be direct and confident, but respectful
- b. Describe the behaviour(s) you have noticed
- c. Argue your point with the patron if they don't agree
- d. Express your concern for the patron
- e. Get assistance from your manager or from security if needed



MODULE 5.3

Assisting patrons who show warning signs of gambling harm

Modules 1 and 2 covered the first two steps in the **RAAR** framework: developing **R**apport with patrons, and **A**pproaching and assessing patrons who are showing warning signs of gambling harm.

This module explains how you can then provide patrons with **A**ssistance and support.

Learning outcomes

By the end of this module, you will:

- understand how you can assist patrons when required
- know what support is available
- understand the purpose and benefits of self-exclusion.

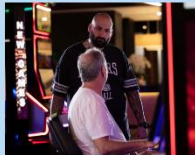
Learning outcomes

By the end of this module, you will:

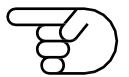
- understand how you can assist patrons when required
- know what support is available
- understand the purpose and benefits of self-exclusion.

Keep in mind...

If you ever feel uncomfortable or out of your depth, tell your manager.
If a patron is being abusive, aggressive or disorderly, call security.
Your safety – and the safety of other patrons and staff – is the most important consideration.



Keep in mind ...



If you ever feel uncomfortable or out of your depth, tell your manager.
If a patron is being abusive, aggressive, or disorderly, call security.
Your safety –and the safety of other patrons and staff –is the most important consideration.

Why is it important to assist patrons who show warning signs of gambling harm?

- It's one of your key work responsibilities.
- It helps reduce gambling harm (for the patron, their family, friends and community).
- Patrons will appreciate your concern, and will have a higher opinion of your venue.
- It improves your job satisfaction if you know how to help a patron who needs it.



The importance of assisting patrons showing warning signs of gambling harm

Let's start by looking at why it's important for you to assist patrons who are showing warnings signs of gambling harm.

- It's one of your key work responsibilities.
- It helps to reduce gambling harm for the patron, for their family and friends, and even for the community.
- The patron will appreciate your concern for their wellbeing, and will have a higher opinion of your venue.
- It will improve your own job satisfaction. Research has shown that gambling venue staff feel bad and helpless when they don't know how to assist a patron who needs it.

Be proactive in assisting patrons

- Being proactive means noticing and taking action to manage an expected situation, rather than just waiting for it to happen and then responding to it afterwards.
- It's better to 'nip a problem in the bud' than to wait for it to get worse and more difficult to solve.



The importance of being proactive in assisting patrons

Being 'proactive' means noticing and taking action to manage an expected situation, rather than just waiting for it to happen and then responding to it afterwards.

We sometimes use the expression 'to nip a problem in the bud' to describe being proactive about a potential issue.

Being proactive is very important when assisting patrons who show signs of gambling harm. It's far better to notice, take action, and 'nip the (potential) problem in the bud' than to ignore it or wait until it gets more difficult to solve and the consequences get worse.

Types of support available to patrons	
For details, see the Appendices at the back of your Participant Workbook.	
Useful to all patrons <ul style="list-style-type: none"> Product information Spend limits Activity statements Breaks in play 	Useful especially to patrons experiencing gambling harm <ul style="list-style-type: none"> Social support Online tools Counselling <ul style="list-style-type: none"> Gambling counselling Mental health crisis counselling Self-exclusion

Types of support available to patrons

In order to assist a patron who is showing warning signs of gambling harm, you need to know what types of support are available to them, and how they can access them. Then you can offer the patron the appropriate kind of support, depend on the warning signs they're showing and how they responded when you approached them.

You also need to know how to handle situations where you don't know what kind of support to offer straight away. In these cases, you'll need to ask for guidance from your manager or another staff member as soon as possible.

In both cases, it's important to show the patron that you are willing to help them.

So let's look at the types of support that are available to patrons, beginning with the types that can be useful to anyone who gambles, and then looking at those particularly useful to patrons demonstrating gambling harm.

For details of each of these types of support, see Appendix 5 at the back of this Participant Workbook.

Types of support useful to all patrons

Product information

Giving patrons accurate information about how gaming machines (and other types of gambling) work can help them to think more realistically about their actual chances of winning when making gambling decisions.

Spend limits

Many patrons find it useful to set a limit on how much money they want to spend gambling in a particular session before they start gambling. This allows them to stay in control of the maximum amount they might lose in that session. Some patrons only bring with them the cash they are willing to spend and leave their credit and EFTPOS cards at home. Others use budgeting apps that can be used on a smartphone. Any venue that offers player accounts must allow spend limits to be set.

Activity statements

An activity statement is a summary of the amount of money a patron has spent gambling over a particular period. They can be useful in helping patrons to think more realistically when making gambling decisions, because many people underestimate their losses unless they see them listed in

this way. Any venue that offers player accounts must provide patrons with detailed activity statements on request.

Breaks in play

Taking a brief break from playing gaming machines can give patrons the time and space they need to think more calmly and rationally about their gambling decisions, including whether they want to continue or stop their current gambling session.



Types of support particularly useful to patrons experiencing gambling harm

Social support

Having a good social support network can be extremely helpful to a person experiencing gambling harm. They might find it helpful to call a friend or family member when they are experiencing a particularly strong desire to gamble, or they might ask someone they trust to keep control of their money for them so that they can't spend it on gambling.

Online tools

There are many online tools and apps available to help people manage gambling harm. Some of them are free to download and/or to use. As well as the budgeting apps mentioned above, there are self-help gambling therapy programs, online counselling services (using videoconferencing or chat messaging), and chat forums with other gamblers.

The GambleAware website offers information and access to online tools and support.

Counselling services

Therapeutic, financial, and mental health crisis counselling services are all available to people who are experiencing challenges with gambling and can be very effective in helping to reduce gambling harm. Many of these services are available online or over the phone as well as face-to-face. GambleAware services are free and available throughout NSW.

Therapeutic counselling gives people the practical knowledge and skills to help them stop gambling and to manage any consequences of their gambling.

Financial counselling helps people to solve money difficulties and can be a good option for people who want to take a first step.

Mental health crisis counselling provides immediate support for people who are experiencing psychological distress, and who may be feeling suicidal.



Self-exclusion

Self-exclusion is the main form of support provided by gambling venues, and the most relevant to your day-to-day work duties, so we will cover it in detail here.

Understanding self-exclusion

'Self-exclusion' is a voluntary agreement in which a patron chooses to exclude (or 'ban') themselves from one or more gambling venues for a certain period. If they enter the venue during this self-exclusion period, staff must remind them of the agreement and ask them to leave.

The patron can choose whether they want to self-exclude from the whole venue or just from the gaming floor. Self-excluding just from the gaming floor still allows access to other areas of the venue, such as the cafe.

The first time a patron self-excludes from a venue, it must be for at least six months.

What is self-exclusion?

Self-exclusion is a voluntary agreement in which a person chooses to exclude (ban) themselves from a gambling venue for a period of time, usually six months or more.

It provides a kind of barrier between them and the gambling environment. It also allows them to make an official statement of their aim to stop gambling.

Benefits include reduced gambling behaviour, and improvements to finances, relationships, and overall quality of life.

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Self-exclusion can be a very useful option for patrons who are experiencing challenges with gambling because it provides a kind of barrier between them and the gambling environment, making it harder for them to gamble. Anything that acts as a barrier can help patrons to slow down and think before they act.

Self-exclusion can also be empowering, because it is a way for the patron to make a strong statement to themselves and to others that they are taking their issue seriously and want to change it.

Research has shown that patrons who self-exclude experience several benefits, including less desire to gamble, less severe gambling harm, improved financial wellbeing, improved interpersonal relationships, and improved overall quality of life.

Research has also shown that many patrons who self-exclude try to enter the venue anyway and are successful.⁶ This makes the role of staff in identifying self-excluded patrons particularly important.

6 Browne, M., et al. (2019)

How self-exclusion works

- All venues must have a self-exclusion program.
- You need to know how self-exclusion works, including the specific program used in your venue, so that you can explain it to patrons.
- If a patron tells you they want to self-exclude, ask a senior staff member to complete the procedure.
- You need to identify any self-excluded person who enters your venue and politely ask them to leave and report the incident.

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How self-exclusion works

As a staff member, you need to know the basics of how self-exclusion works, and of the specific self-exclusion program used at your venue (see below), so that you can confidently explain it to patrons.

If a patron tells you that they want to self-exclude from your venue, you must ask your manager to complete the procedure for the patron.

As a staff member, you are responsible for noticing if any self-excluded person tries to enter your venue. If this happens, you must ask them to leave, and report the incident (we will talk about how to report a little later). This might not always be easy, but you must do everything you can to prevent any self-excluded person from entering your venue.

If a self-excluded person enters your venue and refuses to leave, you must call your manager for help.

Self-exclusion programs

A person can self-exclude from an **entire venue** or **gaming floor only**.

Venue-based self-exclusion	BetSafe	ClubSAFE	GambleAware
<ul style="list-style-type: none"> Register with venue (paper form) One venue at a time Can refer to counselling services 	<ul style="list-style-type: none"> Online in venue, or through BetSafe counsellors Up to 50 venues, or more Integrated into BetSafe counselling services 	<ul style="list-style-type: none"> Counsellor or staff member completes an online form Up to 35 venues Can choose which parts of venues 	<ul style="list-style-type: none"> Help to self-exclude from any venue in NSW Up to 35 venues at once

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Self-exclusion programs

The legislation requires that all gambling venues have a self-exclusion program.

Venues can use self-exclusion programs –Multi-Venue Self-Exclusion (ClubSAFE, GameCare) or BetSafe –or they can use their own venue-based self-exclusion program. (For more information about each of these, see Appendix 5 at the back of this Participant Workbook.)

- Venue-based self-exclusion programs** usually allow patrons to register their self-exclusion with venue staff by filling out a paper form. They only allow the patron to self-exclude from one venue at a time, for a period of six months and up to a maximum period of three years. Venue staff can also refer the patron to counselling services.
- BetSafe** allows people to complete an online self-exclusion request form themselves, after which they will be sent paperwork to complete and return by mail. A patron can choose to self-exclude from up to 50 venues at once, for a minimum period of six months and up to a maximum period of four years. BetSafe can also assist patrons to connect with counselling services.

Self-exclusion programs

A person can self-exclude from an **entire venue** or **gaming floor only**.

Venue-based self-exclusion	BetSafe	ClubSAFE	GambleAware
<ul style="list-style-type: none"> Register with venue (owner/ staff) Only venue at a time Can refer to counselling services 	<ul style="list-style-type: none"> Online, in venue, or through BetSafe counsellors Up to 50 venues, or more Integrated into BetSafe counselling services 	<ul style="list-style-type: none"> Counsellor or staff member completes an online form Up to 35 venues Can choose which parts of venues 	<ul style="list-style-type: none"> Help to self-exclude from any venue in NSW Up to 35 venues at once

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- **ClubSAFE** requires patrons to see a gambling counsellor or an authorised venue staff member, who can complete an online form to exclude the patron from up to 35 venues, for a minimum period of six months and up to a maximum period of four years. The patron can choose which parts of the venues they want to be excluded from.
- **GambleAware** requires patrons to see a gambling counsellor or an authorised venue staff member, who can complete an online form to exclude the patron from up to 35 venues, for a minimum period of six months and up to a maximum period of four years. The patron can choose which parts of the venues they want to be excluded from.

GambleAware counsellors can help people to self-exclude from any pub, club, TAB agency or casino in NSW, without the person needing to go to the venue. People can self-exclude from up to 35 venues at once.

When someone else requests that a patron be excluded from your venue

Take their concerns **seriously**.

- Ask for basic details about their concerns.
- Ask your manager to deal with the request. They will gather more detailed information and explain the options to the person.

A venue may impose an **exclusion order** to ban a patron from entering the venue.

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When someone else requests that a patron be excluded from your venue

Sometimes a family member or friend of a patron might approach you with concerns that the patron is gambling too much and that they cannot persuade them to stop. They might ask you what your venue can do to stop the patron from gambling.

The patron themselves might not be showing any warning signs of gambling harm, or they might say that their gambling is under control and that their family member or friend is just being intrusive or is motivated by other reasons.

In this situation, it is important that you take the family member or friend's concerns seriously. Ask them for some basic details about their concerns, and then ask your manager to speak to them.

Your manager will gather more detailed information and explain the available options. One option that your manager might consider is whether an **exclusion order** is appropriate for the patron. An exclusion order bans the patron from entering the venue. Unlike self-exclusion, which is voluntary for the patron, an exclusion order is introduced by a venue to protect the safety and wellbeing of a patron, their family and the community.

You should also give the family member or friend information about GambleAware and tell them that as a family member or friend of someone who might be experiencing gambling harm, they are also eligible for support.

Assisting a patron showing **general** warning signs

Provide general informational support:

- Information about how gambling products work, available support and help services (responsible gambling brochures, GambleAware – see appendix for full list).
- Take the time to talk to the patron about the information and answer any questions they have. Do not just hand them a brochure and walk away.

Remember: A patron showing only general warning signs could be experiencing serious gambling harm. Think of providing information as 'planting the seeds' for them to actively seek help later.

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Assisting patrons

How to assist a patron showing **general** warning signs of gambling harm

As with approaching patrons (above), the best way to assist a patron will depend on what type of warning signs they're showing.

Have a look back at the lists of warning signs to remind yourself of the three types: **general**, **probable** and **strong**.

As a staff member, you need to know not only what types of support are available, but when and how to offer these types of support to patrons, depending on the warning signs they're showing.

Assisting a patron showing **general** warning signs

Provide general informational support:

- Information about how gambling products work, available support and help services (responsible gambling brochures, GambleAware – see appendix for full list).
- Take the time to talk to the patron about the information and answer any questions they have. Do not just hand them a brochure and walk away.

Remember: A patron showing only general warning signs could be experiencing serious gambling harm. Think of providing information as 'planting the seeds' for them to actively seek help later.

Responsible Conduct of Gambling (RCG) course

If a patron is showing **general** warning signs, it's best to offer them basic informational support that informs them about how gambling products work and what support is available. For example, you might give them an information brochure about responsible gambling, or about GambleAware's free, confidential advice and support service.

It's very important that you don't just hand them a brochure and then walk away. Take the time to talk to them about the information and allow them to ask any questions they might have. If you don't know the answers, ask a more senior staff member.

It's also important to keep in mind that a patron who is showing only general warning signs might actually be experiencing serious gambling harm – the signs might just not be as visible as we might expect. Therefore, when providing information to patrons, think of it as 'planting the seeds' for them to actively seek help in the future if they do happen to need it.

A reminder to record people at risk of gambling harm in the gambling incident register.

Assisting a patron showing **probable or strong** warning signs

- Provide details of specific support services and how to access them.
- Introduce self-exclusion and explain its benefits.
- Offer to help them access supports or tell them your manager is available to help.
- If you are concerned for the patron's safety, call your manager or call 000, and stay with the patron until help arrives.



Responsible Conduct of Gambling (RCG) course

How to assist a patron showing **probable or strong** warning signs of gambling harm

If a patron is showing **probable** or **strong** warning signs, your approach should be more direct.

Give the patron details of specific support services and explain how to access them.

Also introduce self-exclusion as an option and explain its benefits.

Offer to help the patron to access these supports or tell them that your manager is available to help them through the processes.

If you are concerned for the patron's safety, call your manager or call 000, and stay with the patron until help arrives.

Activity 5.10 Case study: A patron experiencing gambling harm

Cameron is a third-year apprentice tradie. He has recently been going to the pub every weekday afternoon, and all day on Saturday and Sunday as well. He spends most of his time in the TAB area, betting on the horses and dogs, only leaving to get a beer or to go to the bathroom.

He used to come in with his workmates, only a few times a week, but since he has been betting more often, he now tends to bet alone.

When Cameron does come in with friends, you overhear them saying things to him like, "You've completely lost the plot, mate!" and "You're going to end up on the street at the rate you're going!"

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ACTIVITY 5.10 Case study: A patron experiencing gambling harm



Cameron is a third-year apprentice tradie. He has recently been going to the pub every weekday afternoon, and all-day Saturday and Sunday as well. He spends most of his time in the TAB area, betting on the horses and dogs, only leaving to get a beer or to go to the bathroom.

He used to come in with his workmates, only a few times a week, but since he has been betting more often, he now tends to bet alone.

When Cameron does come in with friends, you overhear them saying things to him like, "You've completely lost the plot, mate!" and "You're going to end up on the street at the rate you're going!"

When he's watching the races, Cameron yells and swears at his horse or dog so much that it makes other patrons uncomfortable.

Activity 5.10 Case study: A patron experiencing gambling harm



1. How might your rapport with Cameron help you in this situation?
2. What types of warning signs is Cameron showing?
3. What approach and assessment method would you use?
4. What support would you discuss with Cameron? How would you do this?

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ACTIVITY 5.10

Case study: A patron experiencing gambling harm

continued....

You've got to know Cameron quite well over the past few months, and during conversations he has mentioned to you that he is currently 'refining his betting system'. He has even asked to borrow money from you, as he believes he can double it with his 'expert' knowledge.

One Sunday while you're at work, you switch one of the racing channels to the football at the request of other patrons. Cameron starts screaming at you, because he was watching the races.


Question 1: How might your rapport with Cameron help you in this situation?

Question 2: What types of warning signs is Cameron showing?

Question 3: What approach and assessment method would you use?

Question 4: What types of support would you discuss with Cameron? How would you do this?

Activity 5.11 Role play of a patron experiencing gambling harm



Group member 1: Cameron
Group member 2: Yourself (staff member)
Other group member(s): Observer(s)

Practise interacting with Cameron as discussed in the previous activity.
Give each other feedback.
Switch roles.

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ACTIVITY 5.11

Role play of a patron experiencing gambling harm




In your same small group, take turns playing the role of Cameron and of the staff member, which any other group members watch.

Provide useful feedback one the 'staff member' about their interaction with 'Cameron'.

For example, "I noticed that you ..." "I thought it was good how you ..." "That interaction was really positive ..." "Your tone of voice was very calm and respectful ..." "Your body language was ..."

Assisting a staff member showing warning signs of gambling harm



- Remember, staff are at higher risk of developing gambling harm.
- Provide support and assistance to fellow staff members who show warning signs or who tell you they are experiencing gambling harm.
- Encourage them to get support.
- Seeking help for problems with gambling should not affect a staff member's employment.**

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How to assist a staff member showing warning signs of gambling harm

The final topic in this module relates to venue staff who are showing signs of gambling harm.


Remember from earlier slides that gambling venue staff are at high risk of developing gambling harm.

All the guidelines we've covered for patrons also apply to your fellow staff members. Just like with patrons who are showing signs of gambling harm, you should also provide support and assistance to any staff member who shows warning signs or tells you that they are experiencing gambling harm, just as you can also expect other staff members to be there for you if you are the one experiencing harm.

Importantly, seeking help for gambling harm should not affect a staff member's employment. One exception would be if the staff member had committed a crime such as theft at the venue to support their gambling.

The important message is to look after each other as well as your patrons.

Module 5.3 Quiz



Question 1: How can you be proactive in assisting patrons?

- Don't take 'No' for an answer if a patron tells you they don't want help.
- Develop a comprehensive treatment plan for patrons who ask you for help.
- Notice problems early and offer help before things get worse.
- Wait until the problem gets serious before offering to help.
- Suggest exercise as a great way to reduce the desire to gamble.

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MODULE 5.3 Quiz



Question 1: How can you be proactive in assisting patrons?

- Don't take 'No' for an answer if a patron says they don't want help.
- Develop a comprehensive treatment plan for patrons who ask you for help.
- Notice problems early and offer help before things get worse.
- Wait until the problem gets serious before offering to help.
- Suggest exercise as a great way to reduce the desire to gamble.



Module 5.3 Quiz



Question 2: What are some of the supports available to patrons who are experiencing problems with gambling? Identify all correct answers.

- a. Referral to counselling and support services
- b. Social support
- c. General information about venue facilities
- d. Self-exclusion
- e. Food and drink discounts

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MODULE 5.3 Quiz



Question 1: How can you be proactive in assisting patrons?

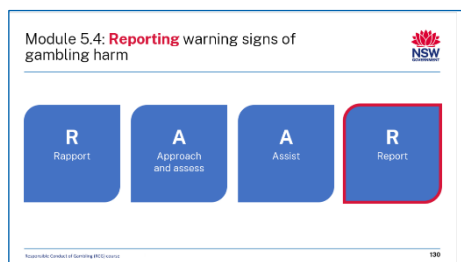
- a. Don't take 'No' for an answer if a patron says they don't want help.
- b. Develop a comprehensive treatment plan for patrons who ask you for help.
- c. Notice problems early and offer help before things get worse.
- d. Wait until the problem gets serious before offering to help.
- e. Suggest exercise as a great way to reduce the desire to gamble.

Question 2: What are some of the supports available to patrons who are experiencing challenges with gambling? (Select all correct answers.)

- f. Referral to counselling and support services
- g. Social support
- h. General information about the venue facilities
- i. Self-exclusion
- j. Food and drink discounts

Question 3: Which of these self-exclusion programs are available in NSW? (Select all correct answers.)

- f. GameBan
- g. ClubSAFE
- h. Venue-based self-exclusion
- i. GameCare
- j. BetSafe

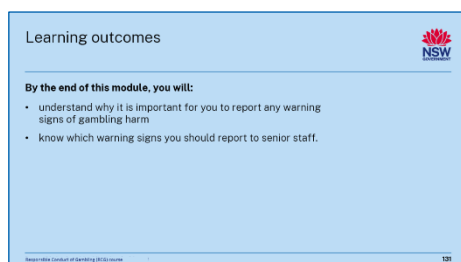


MODULE 5.4

Reporting warning signs of gambling harm

Modules 1, 2 and 3 have covered the first three steps in the **RAAR** framework: developing **R**apport with patrons, **A**pproaching and assessing patrons who are showing warning signs of gambling harm, and providing them with **A**ssistance and support.

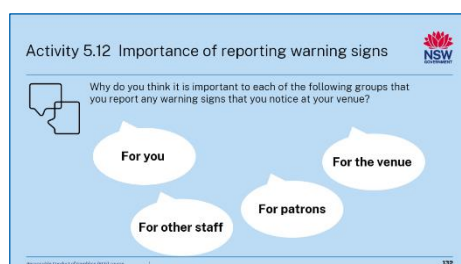
This module covers the final step in the framework: your **R**eporting responsibilities, which are designed to ensure a safe environment for all patrons.



Learning outcomes

By the end of this module, you will:

- understand why it is important to report any warning signs of gambling harm
- know which warning signs you should report to senior staff.



The importance of reporting warning signs of gambling harm

ACTIVITY 5.12

Importance of reporting warning signs

Why do you think it is important to each of the following groups that you report any warning signs that you notice at your venue?

You

Other staff at your venue

Patrons at your venue

Your venue

How to report warning signs

It is your responsibility to report patrons' behaviour that may be of concern by taking the following steps:

- Advise management if you notice anything concerning about a patrons' behaviour
- Record incidents, changes of behaviour or concerning behaviour in your venues Gambling incident register

Reporting warning signs minimises gambling harm at a venue, as it allows the venue to identify which patrons may be at risk of gambling harm, notice any changes in their behaviour over time, and provide the best support (including an exclusion ban if appropriate). It also allows the venue to provide proof of what actions it took to minimise gambling harm to its patrons, in case of any future investigation or inquiry.

Responsible Conduct of Gambling RGO course

How to report warning signs of gambling harm

It is your responsibility to tell your manager if you notice anything concerning about a patron's behaviour and record it in your venues' gambling incident register. This will also protect you in future in case a patron later makes a complaint about you or your venue, or if something negative happens as a result of their gambling, and you did not report what you noticed, or actioned at the time.

Gambling incident register

All venues with gaming machines are required to keep a record of all gambling incidents in a register.

The purpose of a gambling incident register is harm minimisation.

Maintaining a register to record incidents of at-risk gambling behaviour and other gambling incidents will help RGOs and senior management to better understand issues affecting their patrons.



Responsible Conduct of Gambling RGO course

Gambling incident register

Always report any incident with a patron in your venue's gambling incident register. All venues with gaming machines are required to keep a record of all gambling incidents in a register.

The purpose of a gambling incident register is harm minimisation. Maintaining a register to record incidents of gambling harm and other gambling incidents will help RGOs and senior management to better understand issues affecting their patrons and proactively offer assistance.

All staff will be responsible for recording incidents in the register, and this is a key duty for RGOs. Across all venues with gaming machines, the hotel licensee or club secretary will be responsible for maintaining the register.

The types of incidents that will need to be recorded in your venue's gambling incident register includes:

- any incident where the patron displays or engages in behaviour that demonstrates warning signs of gambling harm
- any requests for information about exclusion or a request for the venue to intervene, made by the patron themselves or a family member of a patron (however no personal details of family members are allowed to be recorded)
- any breach or attempted breach of a self-exclusion arrangement
- any offence, alleged offence or incident involving a minor
- what action has been taken in response to an incident.

Hotel licensees and club secretaries will be required to review the gambling incident register on at least a monthly basis and consider whether there is harm minimisation action that can be taken in relation to trends in recorded incidents.

Continue to monitor the patron when they next come to the venue and report any further relevant warning signs or incidents.

Interactions with angry or aggressive patrons can be a highly stressful experience for everyone involved. It may also impact the wellbeing of staff. It's important for you to debrief (covered in Section 4) with all staff involved to help them process the interaction and feel supported.

To find out more about gambling incident registers, visit the [L&GNSW website](https://www.lgns.gov.au/).

Who should you report to?



- Discuss concerns about **general** warning signs with fellow staff and your manager.
 - This allows staff to monitor the patron.
 - You don't need to report every general warning sign you notice; only when you notice multiple signs, or when you are concerned that a patron is at risk of gambling harm.
- Report **probable** and **strong** warning signs to your manager and in your venue's gambling incident register.

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Who to report to

Use the following as a general guide.

If you notice **general** warning signs, you should discuss your concerns with your fellow staff member and your manager. This will allow other staff to monitor the patrons and notice any additional or worse signs. Remember that you don't need to discuss every **general** sign you notice, but if you notice a patron showing more than one **general** warning sign, or a repeated pattern of the same **general** warning sign, or if you are concerned that a patron might be at risk of developing gambling harm, then you should report it to your manager.

If you notice **probable** or **strong** warning signs, you should report this to your manager and record this in your venue's gambling incident register.

Module 5.4 Quiz



Question 1: What are the four steps in the 'RAAR' framework, which you should use to interact safely and responsibly with patrons at your venue?

- Report; Assess and Encroach; Assist; Report
- Report; Approach and Assess; Assist; Report
- Report; Assist and Approach; Assess; Reprimand
- Report; Assess; Apply; Respond.

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MODULE 5.4 Quiz




Question 1: What are the four steps in the 'RAAR' framework, which you should use to interact safely and responsibly with patrons at your venue?

- Report; Assess and Encroach; Assist; Report
- Report; Approach and Assess; Assist; Report
- Report; Assist and Approach; Assess; Reprimand
- Report; Assess; Apply; Respond

Question 2: Which of the following are important reasons to report any **probable or **strong** warning signs of gambling harm that you notice at your venue? (Select all correct answers.)**

- To be proactive
- To have a record of incidents and support offered
- To be able to gossip about the patrons
- To ensure effective communication between staff and managers
- To develop an understanding of which patrons may be at risk of gambling harm

Three important tasks for your next work shift



Find out from your manager:

- What self-exclusion program is used at your venue.
- What reporting procedure is used at your venue.
- Where your venue's gambling incident register is located.

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Three important tasks for your next work shift

At the start of your next work shift (which might be your first shift), find out from your manager:

- what **self-exclusion program** is used at your venue
- what **reporting procedure** is used at your venue to report incidents and warning signs of gambling harm.
- where your venue's **gambling incident register** is located

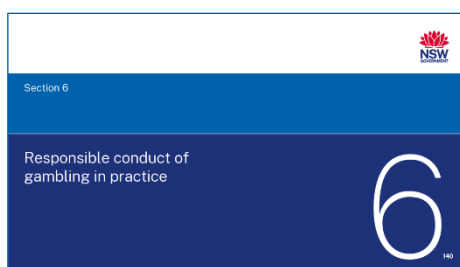
Section 6

Responsible conduct of gambling in practice



SECTION 6

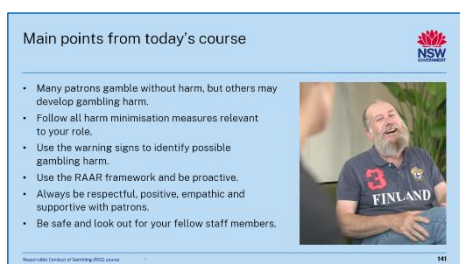
Responsible conduct of gambling in practice



This is the last section of the course. In this section we'll look back at the main points that we've covered today and discuss how to apply what you've learned today in your daily work.

We'll also look at the useful resources included at the back of your Participant Workbook.


This final section of the course also gives you an opportunity to ask any questions you might have about the course, about the online competency assessment, or about future training opportunities.




Main points from today's course

We've covered a lot of material today, so let's look back at the main points that you need to take with you into your new role as a staff member at a gambling venue.

- Many of the patrons that you'll meet at your venue will be able to gamble responsibly, without experiencing gambling harm, but some will develop challenges with gambling that can have very serious consequences for them, their families and the community.
- As a worker in the gambling industry, one of your responsibilities is to maintain a safe gambling environment by following all the harm minimisation measures that are relevant to your role, and to report if you notice that they are not being properly followed at your venue.
- You must look for the warning signs of gambling harm that you've learned about today to identify any patrons who might be experiencing gambling harm.
- Remember to be proactive and use the **RAAR** framework as a guide to interacting with patrons—especially patrons who are showing warning signs of gambling harm, distress, or dissatisfaction with the venue.
- When interacting with patrons, always be respectful, positive, empathic and supportive. Remember, gambling harm is a complex issue that can be caused by many factors, many of which are out of the patron's control. People who are experiencing challenges with gambling need your support, not your judgement.
- Importantly, be safe, and look out for your fellow staff members.
- Doing these things will empower you to take effective action to support patrons and reduce gambling harm, and research has shown that this will increase your own job satisfaction.

Applying what you have learned


- This course has been very practical and has included several skills.
- Practise what you've learned today in your workplace, with real patrons, to strengthen your skills.
- Not every interaction will go as planned. Learn from each one, to strengthen your skills further.
- The RAAR framework gives you a clear approach to identifying and responding to patrons who are showing warning signs of gambling harm, promoting a culture of responsible gambling, minimising harm and increasing your job satisfaction.



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Applying what you've learned

This course has been very practical –you've had opportunities to learn a number of skills to proactively handle a range of situations and interactions with patrons.

The best way for this training to be most effective is for you to practise what you've learned, in your own workplace, with real patrons. Applying the knowledge and practical skills you've learned today as often as you can in your daily work is the best way to strengthen your skills.

Not every interaction will go the way you plan, especially in the beginning, because people are all different, and are sometimes unpredictable. But you will learn more from each interaction and continue to strengthen your skills further.

The **RAAR** framework gives you a clear, step-by-step approach to identifying and responding to patrons who are showing warning signs of gambling harm, promoting a culture of responsible gambling, minimising harm –and adding to your job satisfaction.

Resources at the back of your Participant Workbook


- **Glossary of terms used in this training**
- **Appendices**
 - Appendix 1: Organisations responsible for gambling laws in NSW
 - Appendix 2: Gambling laws in NSW
 - Appendix 3: Confirming a patron's age
 - Appendix 4: Warning signs of gambling harm and how to act on them
 - Appendix 5: Gambling support services
 - Appendix 6: Further reading

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Useful resources at the back of this Participant Workbook

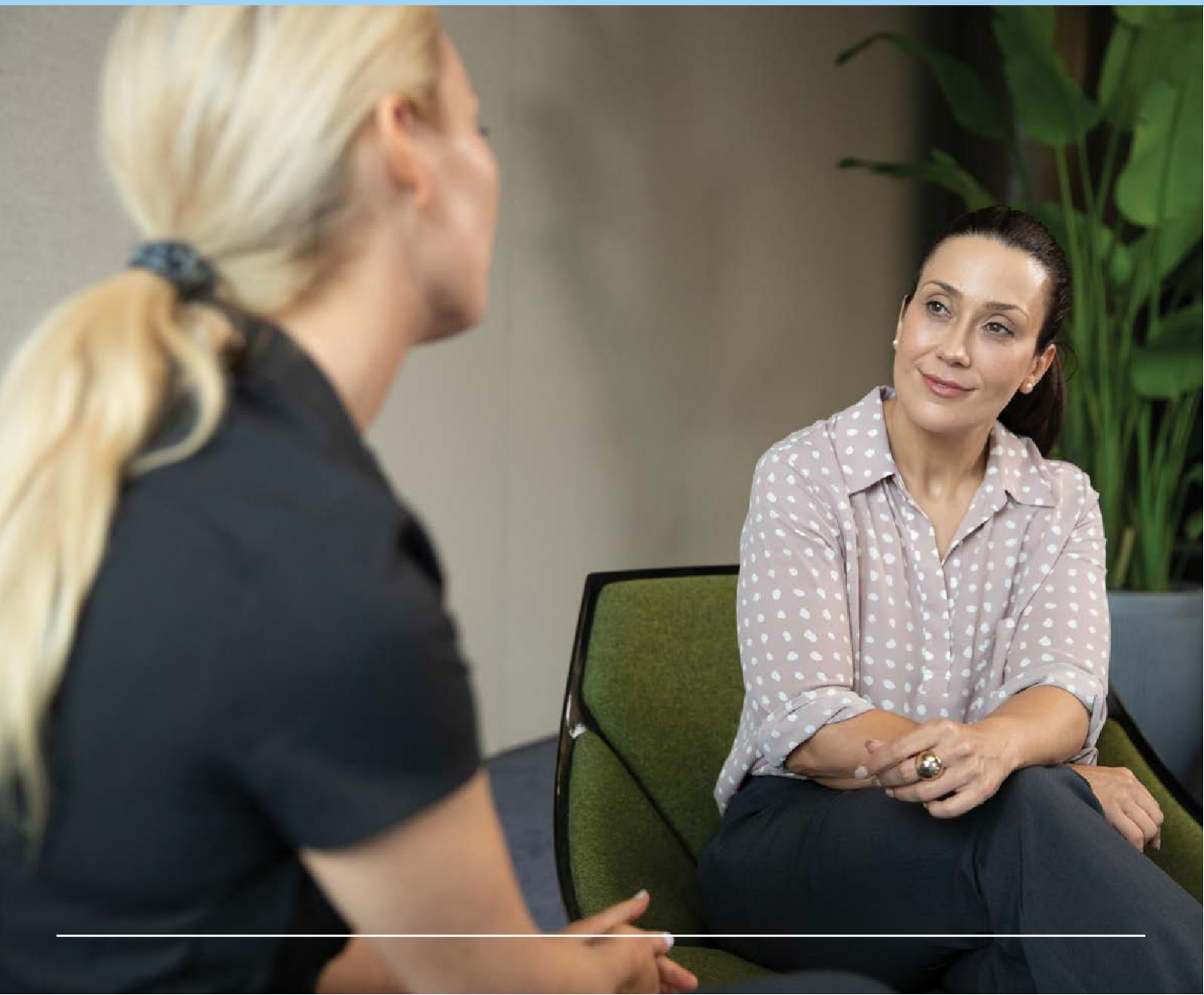
At the back of this Participant Workbook, you'll find the following useful resources:

- Glossary of terms used in this training
- Appendices:
 - Appendix 1: Organisations responsible for the regulation of gambling in NSW
 - Appendix 2: Gambling laws in NSW
 - Appendix 3: Confirming a patron's age
 - Appendix 4: Warning signs of gambling harm and how to act on them
 - Appendix 5: Gambling support services
 - Appendix 6: Further reading

Take a quick look at them now so you can ask any questions you might have about them, so that you'll be able to refer to them later whenever you need to.

Glossary

of terms used in this training



Glossary of terms used in this training

empathy

understanding of someone else's feelings or experiences, by imagining what it might feel like to be in their situation

exclusion order

an order introduced by a venue to ban a patron from entering the venue, to protect the safety and wellbeing of the patron, their family and the community; unlike self-exclusion, an exclusion order is not voluntary on the part of the patron.

feedback

information about someone else's behaviour or performance that highlights the positive and negative parts to help them improve next time

GambleAware

aims to minimise gambling harm by educating and supporting people and communities to gamble safely. GambleAware offers free information, online tools and professional counselling for people experiencing gambling harm, including affected family members and loved ones. GambleAware services are free and available right across NSW

gambling harm

challenges, difficulties or other negative consequences that result from excessive gambling and affect the wellbeing of the person and/or their loved ones in many areas of their daily life

gaming machines (also known as poker machines and 'pokies')

gambling machines that are the type of gambling most popular in NSW clubs and hotels, and most associated with gambling harm, due to certain features that may increase the risk of gambling harm to people who play them compared to other forms of gambling

harm minimisation measures

actions taken to minimise the harm that can be caused by gambling, while still allowing people to gamble if they choose to

house edge

the amount of money bet that is retained by the gaming operator or venue in general over the long term, generally calculated over several years of a gaming machine's operation; the remaining percentage of money bet is known as the **return-to-player (RTP) percentage**

inducement

something that encourages or persuades someone to do something; venue staff are not allowed by law to offer or give patrons any inducements to play gaming machines (such as free or discounted drinks)

legislation

laws and other legal requirements made by governments

minor

a person aged under 18 years; minors are not allowed in gaming areas

pathological gambler

a term that was previously used to describe a person who met the criteria for a psychiatric diagnosis of having experienced gambling harm; this term has now been replaced by 'someone with a gambling disorder'

patron

a person who gambles at a venue

poker machines

(see **gaming machines**)

pokies

(see **gaming machines**)

proactive

anticipating and acting before an event has happened, rather than reacting afterwards

problem or problematic gambler

a term previously used to describe someone experiencing gambling harm; this term (and others like it, such as 'compulsive gambler' and 'addicted gambler') should be avoided, because it labels a person by their behaviour or condition

responsible gambling

gambling in a way that is enjoyable, that only involves as much money and time as the person can afford, and that does not lead to gambling harm

responsible gambling strategies

strategies that help people to gamble safely and responsibly; examples, including spend limits, activity statements, breaks in play, social support, online tools, counselling and self-exclusion

return-to-player (RTP) percentage

the percentage of money bet that must be paid back to players in general over the long term, generally calculated over several years of a gaming machine's operation: this does not mean that each individual player can expect this percentage of return; the remaining percentage of money bet is known as the house edge

RTP

(see **return-to-player percentage**)

self-exclusion

an agreement between a patron and one or more venues to ban entry of that patron to the venue(s) or to a gambling area of the venue(s)

stigma

general social disapproval or lack of respect towards someone due to a particular characteristic

warning signs of gambling harm

behaviours and other signs that can be observed by staff that suggest that a patron might be at risk of or experiencing gambling harm

Appendices



Appendix 1

Organisations responsible for the regulation of gambling in New South Wales

ORGANISATION	RESPONSIBILITIES
Independent Liquor & Gaming Authority	Responsible for licensing and disciplinary matters, including imposing penalties and suspending/cancelling licences, under the gambling and liquor legislation. www.liquorandgaming.nsw.gov.au/independent-liquor-and-gaming-authority
Liquor & Gaming NSW	Regulates liquor, gaming, wagering, casinos and registered clubs in NSW, and provides related policy advice to government. www.liquorandgaming.nsw.gov.au
NSW Police	Enforces gaming and liquor laws in NSW and reports on fitness of applicants to hold liquor and gaming-related licences; police have the power to issue infringement notices and to take disciplinary action against licensees, registered clubs and/or the secretary, manager and staff of licensed venues.
Office of Responsible Gambling	Develops responsible gambling strategy and provides related policy advice to government; also provides research and education programs and funds GambleAware services to minimise gambling harm in the community. www.gambleaware.nsw.gov.au
Responsible Gambling Fund Trustees	Reviews, advises on and funds projects and services that aim to minimise gambling harm, including counselling, research, awareness campaigns, workforce and professional development; funding comes from a levy on NSW casino licences. www.gambleaware.nsw.gov.au/about-us/corporate-information/chair-and-trustees

Appendix 2

Gambling laws in New South Wales

- Casino Control Act 1992
<https://legislation.nsw.gov.au/view/html/inforce/current/act-1992-015>
- Casino Control Regulation 2009
<https://legislation.nsw.gov.au/view/html/repealed/current/sl-2009-0425>
- Gaming and Liquor Administration Act 2007
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2007-091>
- Gaming and Liquor Administration Regulation 2016
<https://legislation.nsw.gov.au/view/whole/html/inforce/current/sl-2016-0495>
- Gaming Machine Tax Act 2001
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2001-072>
- Gaming Machines Act 2001
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2001-127>
- Gaming Machines Regulation 2019
<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2019-0428>
- Registered Clubs Act 1976
<https://legislation.nsw.gov.au/view/html/inforce/current/act-1976-031>
- Registered Clubs Regulation 2015
<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2015-0479>
- Unlawful Gambling Act 1998
<https://legislation.nsw.gov.au/view/html/inforce/current/act-1998-113>

Appendix 3

Confirming a patron's age

- In New South Wales, patrons must be at least 18 years of age to enter a licensed venue or to drink alcohol or gamble.
- Any person who looks under 25 years old must provide proof of their age before entering a licensed venue, before buying or consuming alcohol, or before gambling at the venue.
- If you are unsure, always ask for ID.

Accepted ID documents to confirm a patron's age

- Driver's or rider's licence (issued in Australia or another country)
- Current NSW Photo Card (issued by NSW Roads & Maritime Services)
- Passport (issued by Australia or another country)
- Proof of age card (issued by any Australian state or territory except NSW)
- Keypass ID (over-18) identity card (issued by Australia Post).

How to check a patron's ID to confirm their age

- Check their ID in a well-lit area, where you will be able to notice any changes more easily.
- Never check an ID through the window in a person's wallet –ask them to remove it for you to check.
- Take the ID from the patron (except in the case of a NSW Digital Driver Licence –see below), and take your time checking it –don't allow them to rush you.
- Make sure the ID document includes the relevant hologram or other security feature.
- Compare the photo on the ID document with the person presenting it to you, to make sure they match. Pay particular attention to any distinguishing facial features.
- Feel around the photo, the birth date, and the edges of the ID document. If it is enclosed in plastic or laminated with wrinkles, bumps or air bubbles, this could mean it has been changed.
- Calculate whether the date of birth shown on the ID document confirms that the person is at least 18 years old. Remember that many of the accepted ID documents can be issued to people under 18 years of age, so it's important that you confirm their age this way.

If a patron shows you a NSW Digital Driver Licence, don't touch their phone –ask them to hold out their phone while you check it as outlined online at:

www.service.nsw.gov.au/campaign/nsw-digital-driver-licence/licence-checkers-and-nsw-digital-driver-licence#how-to-visually-check-the-nsw-digital-driver-licence

Source: Adapted from: www.liquorandgaming.nsw.gov.au/working-in-the-industry/serving-alcohol-responsibly/managing-under-18s/checking-evidence-of-age

Appendix 4

Warning signs of gambling harm and how to act on them

GENERAL WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> Starts gambling when the venue is opening, or only stops when the venue is closing <p>Gambles most days</p> <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> Gambles on more than one machine at once Rushes from one machine to another Significant increase in spending pattern Complains to staff about losing, or blames venue or machines for losing Rituals or superstitious behaviours (rubbing or talking to machine) 	<p><i>Money</i></p> <ul style="list-style-type: none"> Asks to change large notes before gambling Uses coin machine at least four times 	<p>On their own, these may be early warning signs. A patron showing several of these signs could be experiencing challenges with gambling.</p> <ul style="list-style-type: none"> Monitor the patron's behaviour. If you notice a patron who is showing two or more of these signs, report it to your manager.
PROBABLE WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> Finds it difficult to stop gambling at closing time <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> Often gambles for long periods (three or more hours) without a proper break Plays very fast Gambles intently without reacting to what's going on around them 	<p><i>Money</i></p> <ul style="list-style-type: none"> Gets cash out more than once through ATM or EFTPOS Avoids cashier, and only uses cash facilities Puts large wins back into the machine EFTPOS repeatedly declined <p><i>Social behaviours</i></p> <ul style="list-style-type: none"> Becomes angry or stands over others if someone takes their favourite machine/spot 	<p>A patron showing any of these signs is much more likely to be experiencing challenges with gambling.</p> <ul style="list-style-type: none"> Monitor the patron's behaviour. Record what you have noticed in your venue's gambling incident register and report it to your manager, who will speak with the patron. If a patron shows two or more of these warning signs, follow the steps for strong warning signs (below).
STRONG WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> Gambles from opening to closing <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine) 	<p><i>Money</i></p> <ul style="list-style-type: none"> Tries to borrow money from other patrons or staff <p><i>Social behaviours</i></p> <ul style="list-style-type: none"> Tells staff that gambling is causing them issues Significant decline in personal grooming and/or appearance over several days Friends or family raise concerns Tries to hide their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there) 	<p>A patron showing any of these warning signs is probably experiencing gambling harm.</p> <ul style="list-style-type: none"> Monitor the patron's behaviour Record what you have noticed in your venue's gambling incident register, and report it to your manager, who will speak with the patron, refer them to support and counselling services, offer them the opportunity to self-exclude, or recommend an exclusion order if the patron is at risk of harm or at risk of causing harm to others.

Source: Developed by the Office of Responsible Gambling, based on international and Australian best practice and informed by key research, including Delfabbro, P., Thomas, A. and Armstrong, A.R. (2016), 'Observable indicators and behaviours for the identification of problem gamblers in venue environments', *Journal of Behavioral Addiction*, 0, 1–10. DOI: 10.1556/2006.5.2016.065; and Thomas, A., Delfabbro, P. and Armstrong, A.R. (2014). 'Validation study of in-venue problem gambler indicators', report prepared for Gambling Research Australia.

Appendix 5

Gambling support services

SUPPORT	DESCRIPTION	CONTACT
Counselling	Counselling provides practical knowledge and skills to help people stop gambling and effectively manage any consequences. Free gambling, financial, relationship and legal counselling is available to people experiencing challenges with gambling and their families.	<p><i>Face-to-face counselling</i></p> <p>GambleAware: Support Near Me www.gambleaware.nsw.gov.au/i-need-support/i-need-to-talk-to-someone/is-there-support-near-me or phone 1800 858 858</p> <p>Financial Counsellors Association of NSW: Find a Counsellor www.fcan.com.au or phone 1800 007 007</p> <p>Relationships Australia, NSW: Counselling Services www.relationshipsnsw.org.au/support-services-category/counselling-services or phone 1300 364 277</p> <p><i>Telephone counselling</i></p> <p>GambleAware: Talk to Someone www.gambleaware.nsw.gov.au/i-need-support/i-need-to-talk-to-someone or phone 1800 858 858</p> <p>Financial Counsellors Association of NSW: Find a Counsellor www.fcan.com.au or phone 1800 007 007</p> <p>Relationships Australia, NSW: Counselling Services www.relationshipsnsw.org.au/support-services-category/counselling-services or phone 1300 364 277</p> <p><i>Online counselling</i></p> <p>GambleAware: Chat Online www.gambleaware.nsw.gov.au/i-need-support/i-need-to-talk-to-someone/can-i-chat-online</p> <p>Financial Counsellors Association of NSW: Find a Counsellor www.fcan.com.au</p> <p>Relationships Australia, NSW: Online Counselling www.relationshipsnsw.org.au/support-services/online-counselling</p>
Mental health crisis counselling	Several organisations offer immediate support for people experiencing significant psychological distress or suicidal feelings.	<p>Lifeline www.lifeline.org.au or phone 13 11 14</p> <p>Beyond Blue www.beyondblue.org.au or phone 1300 224 636</p> <p>NSW Mental Health Line www.health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx or phone 1800 011 511</p> <p>Suicide Call Back Service www.suicidecallbackservice.org.au or phone 1300 659 467</p>
Self-exclusion	Self-exclusion is a voluntary agreement where a person who is experiencing challenges with gambling excludes (bans) themselves from one or more gambling venues for a period of 6 months or longer. There are many benefits to self-excluding, including reduced gambling and improved finances, relationships and quality of life. Self-exclusion works best when it is combined with face-to-face counselling (see above).	<p>GambleAware: Self-Exclusion www.responsiblegambling.nsw.gov.au/home/gambleaware/manage-your-gambling/self-exclusion</p> <p>ClubSAFE https://clubsnsw.com.au or phone 1800 997 766</p> <p>GameCare https://ahansw.com.au or phone 1800 997 766</p> <p>BetSafe www.betsafe.com.au or phone 98740744</p> <p>Venue-based programs www.liquorandgaming.nsw.gov.au/working-in-the-industry/licensees-and-approved-managers/gaming-self-exclusion www.liquorandgaming.nsw.gov.au/documents/fm/Model_Deed_Self-Exclusion_Form.pdf www.gambleaware.nsw.gov.au/i-need-support/i-want-to-help-myself/take-a-break-and-ban-yourself</p>

Online tools	A range of free-to-use online tools and phone apps are available to help people who are experiencing challenges with gambling, including self-help programs, online counselling, budgeting tools, chat forums, etc.	NSW GambleAware: I Want to Help Myself www.gambleaware.nsw.gov.au/i-need-support/i-want-to-help-myself Gambling Help Online www.gamblinghelponline.org.au 100 Day Challenge www.100dc.com.au Gambling Self Help https://gamblingselfhelp.com Gordon Moody Gambling Therapy (UK) https://gordonmoody.org.uk/gambling-therapy Center for Addiction and Mental Health: Gambling Help (Canada) www.problemgambling.ca/gambling-help/HomePage.aspx
Social support	Support and understanding from family and friends goes a long way. Some people find it helpful to turn over financial control to a trusted person. There are also support groups (e.g. Gamblers Anonymous).	GambleAware: Supporting Family & Friends www.gambleaware.nsw.gov.au/supporting-someone/supporting-family-and-friends/prepare-yourself Gamblers Anonymous https://gaaustralia.org.au or phone 9726 6625 Gambling Help Online: Peer Support www.gamblinghelponline.org.au/take-a-step-forward/peer-to-peer-support
Product information	Learning about how gambling actually works (e.g. the 'house edge') can help patrons to think more realistically when making gambling decisions.	GambleAware: Learn About Gambling www.gambleaware.nsw.gov.au/learn-about-gambling Gambling Help Online: What is Gambling? www.gamblinghelponline.org.au/understanding-gambling/what-is-gambling Online videos: How Poker Machines Work: https://austgamingcouncil.org.au/responsible-gambling/understanding-responsible-gambling/understanding-odds www.youtube.com/watch?v=7JkZbTxOc9w
Spend limits	Before gambling, many patrons find it useful to set a limit on how much money they want to spend in that session. Venues that offer player accounts must allow spend limits to be set.	
Activity statements	Activity statements give patrons an accurate summary of the amount of money they've spent gambling over a particular period. This can be useful because many gamblers underestimate their losses. Venues that offer player accounts must provide patrons with activity statements on request.	
Breaks in play	A brief break in play removes patrons from the 'heat of the moment' and gives them time and space to think more calmly and rationally about their gambling decisions. Some player account systems include a break in play feature. More likely, staff will need to suggest this strategy to patrons.	

Appendix 6

Further reading

Australian Government Productivity Commission 1999, 'Australia's Gambling Industries', Report no. 10, Canberra, www.pc.gov.au/inquiries/completed/gambling/report.

Australian Government Productivity Commission 2010, 'Gambling', Report no. 50, Canberra, www.pc.gov.au/inquiries/completed/gambling-2010/report.

Browne, M., Rockloff, M., Hing, N., Russell, A., Boyle, C.M., Rawat, V., Tran, K., Brook, K., and Sproston, K. 'NSW Gambling Survey, 2019' (revised 2020), report prepared for NSW Responsible Gambling Fund, www.responsiblegambling.nsw.gov.au/data/assets/pdf_file/0008/881279/NSW-Gambling-Survey-2019-report-FINAL-AMENDED-Mar-2020.pdf.

Browne, M., Langham, E., Rawat, V., Greer, N., Li, E., Rose, J., Rockloff, M., Donaldson, P., Thorne, H., Goodwin, B., Bryden, G. and Best, T. (2016). 'Assessing gambling-related harm in Victoria: A public health perspective', Victorian Responsible Gambling Foundation, Melbourne, <https://responsiblegambling.vic.gov.au/resources/publications/assessing-gambling-related-harm-in-victoria-a-public-health-perspective-69>.

Queensland Government Statistician's Office, Queensland Treasury, 'Australian Gambling Statistics', 36th edition, 2021, www.qgso.qld.gov.au/statistics/theme/society/gambling/australian-gambling-statistics.

Responsible Conduct of Gambling

