

Responsible Conduct of Gambling Course

STUDENT NOTES

NSW OFFICE OF LIQUOR, GAMING AND RACING

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Responsible Conduct of Gambling Course

The course has been designed to satisfy the requirements of clause 51 of the Gaming Machines Regulation 2002.

It requires all secretaries of registered clubs with gaming machines, all hoteliers with gaming machines, and employees of registered clubs and hotels whose duties include gaming machine activities to have completed a Responsible Conduct of Gambling course approved by the Casino, Liquor & Gaming Control Authority.

The Authority must refuse any application to install gaming machines from a registered club or hotel, unless it is satisfied that the secretary or the hotelier has completed the approved RCG course.

A registered club or hotelier must not employ a person whose duties involve the conduct of gaming machines, unless that person has completed the approved RCG course. In addition, club directors who undertake gaming machine related duties at their club must also undertake this course.

Delivery of this course is subject to a number of conditions imposed on the training provider to ensure training is delivered properly and that minimum learning outcomes for students are achieved. For instance, the course must be delivered over a minimum of six hours, an assessment of the competency of the students must be undertaken and a maximum student-trainer ratio of 30:1 must be met.

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Introduction to the responsible conduct of gambling course

This mandatory training program has been designed for hoteliers, secretary managers, and staff of hotels and registered clubs in New South Wales operating gaming machines. The information contained in this program aim to encourage a responsible, caring and professional approach to the responsible conduct of gambling.

The NSW gaming machine laws require hoteliers, secretary managers and gambling providers generally to consider the broader implications of their gambling businesses, and the possible effects on the surrounding community.

Social responsibility is essential to minimise the harm associated with problem gambling and to foster venues where responsible gambling is not only promoted but also accepted as best practice.

Unacceptable advertising and promotional activities that encourage irresponsible gambling do little to project a positive image of one of our most significant service industries. On the other hand, the benefits of adopting a responsible attitude to the conduct of gambling are numerous, and include:

- an ethical environment in which to socialise and work;
- a change in focus from the promotion of gambling to the promotion of quality service facilities; and
- a reduction in the social problems associated with gambling abuse, including crime, relationship breakdowns and suicide.

This training program aims to provide easy access to information on the responsible conduct of gambling, including the:

- law; and
- strategies designed to ensure that gambling is conducted responsibly and that prevention strategies are in place to inform and educate at risk gambling patrons.

This training program provides a useful resource to assist in the ongoing promotion of the responsible conduct of gambling within the New South Wales gaming machine industry.

Overview of responsible conduct of gambling course

By the end of this course students should be able to:

- Describe the context of gambling in NSW
- Explain the indicators and impact of problem gambling
- Describe the legislative framework for responsible conduct of gambling
- Implement responsible conduct of gambling strategies
- List the benefits of implementing responsible conduct of gambling practices

Course assessment

The minimum time for the course is 6 hours of actual class time including a student assessment.

Trainers may need to set aside additional time to ensure full coverage of the topics and student activities and discussion.

ELEMENT 1

THE CONTEXT OF

GAMBLING

IN NEW SOUTH WALES

Element 1:

Describe the context of gambling in NSW

Assessment Criteria

- 1.1 Describe government and community concerns associated with problem gambling, including:
 - offences (theft and fraud),
 - breakdown in relationships,
 - personal bankruptcies,
 - personal and family hardship,
 - background to the development of responsible gambling legislation,
 - Government inquiries into gambling in NSW and Australia.
- 1.2 Overview the NSW machine gambling industry, including:
 - industry size,
 - personnel,
 - turnover,
 - profits,
 - machine numbers,
 - operators and gambling types.
- 1.3 Describe the role of the key agencies in regulating and enforcing gambling laws, including:
 - the Office of Liquor, Gaming and Racing,
 - the Casino, Liquor & Gaming Control Authority,
 - the Police,
 - the Director of Liquor and Gaming.
- 1.4 List the psychological issues associated with problem gambling.

Government, industry and community concerns about gambling issues

Governments recognise that gambling can cause very serious problems for a small number of individuals and their families, and for that small number of individuals and their families, the problems are very significant. Problems extend from relationship breakdowns to crime, personal bankruptcies, and in serious cases to suicide.

Church and community welfare leaders have been outspoken about the rapid growth of gambling in most Australian States and Territories.

While gambling is simply a recreational pursuit for some, for others it gives rise to problems. Those people:

- spend increasing amounts of time and money on gambling;
- may lie about their gambling;
- find it difficult to control the impulse to gamble; and
- engage in socially destructive behaviour to continue to gamble, from relationship breakdown to crime.

Harm minimisation objectives aim to minimise the harm associated with the abuse and misuse of gambling activities, and to foster the implementation of responsible gambling policies and procedures within the industry. This extends to fostering responsible gambling practices by gambling providers, and providing assistance to patrons experiencing problems controlling their gambling.

Unlike alcohol-related problems, gambling abuse problems are more difficult to detect. Staff working in gaming areas of hotels and registered clubs, play a primary role in observing, monitoring and communicating with patrons and management.

Gaming staff know their venue, the popular machines, regular patrons and their usual behaviour. The effective monitoring of the gaming area, patrons and their behaviour can provide helpful information for the minimisation of harm associated with gambling activities to patrons, their families and the business. As outlined later in this course, venue staff can also offer those patrons in need access to prescribed counselling and self-exclusion programs.

Government inquiries into gambling

The large amounts of tax revenue received by Governments from gambling, and general community concerns about gambling and problem gambling, have been the catalysts for several Government inquiries.

In December 1999, the Productivity Commission Final Report into "*Australia's Gambling Industries*" was released and some of the key findings of the report were:

- Australian's gamble about \$11 billion annually;
- 40% of Australians gamble regularly;
- the gambling industry represents 1.5% of Gross Domestic Product;
- the principal rationales for regulating industries are to promote consumer protection, minimise the potential for criminal and unethical activity, and reduce the risks and costs of problem gambling;
- around 130,000 Australians or 1% of the adult population are estimated to have severe gambling problems, a further 160,000 adults are estimated to have moderate gambling problems;
- problem gamblers comprise 15% of regular gamblers and account for about \$3.5 billion in expenditure annually, about 33% of the gambling industries market;
- the prevalence of problem gambling is related to the degree of accessibility of gambling, particularly gaming machines;
- the current regulatory environment is deficient;
- venue caps on gaming machines are preferable to state-wide caps in moderating the accessibility drivers of problem gambling;
- existing arrangements are inadequate to ensure the informed consent of consumers or to lessen the risk of problem gambling;
- deficiencies relating to the information about the risks of problem gambling, controls on advertising which can be inherently misleading, availability of ATMs and credit.

In 2004, IPART finalised a review, on behalf of the NSW Government, of the effectiveness of regulated gambling harm minimisation measures. That report, *Gambling: Promoting a Culture of Responsibility*, produced more than 100 recommendations to improve the regulatory framework that have since been adopted by the Government.

These measures relate to improvements in machine design, better signage in venues and strengthening the self-exclusion program. The report also called for more research to be undertaken in relation to the extent of problem gambling in the community.

In 2007, research commissioned by the NSW Government examined the prevalence of problem gambling in the community. The Prevalence of Gambling and Problem Gambling study, which followed a survey of more than 5,000 people, revealed that single men aged between 18 and 24 who have not finished high school past year 10 were over-represented among problem gamblers.

The study found that lottery products were the most popular form of gambling, followed by poker machines and then racing products. The research is available from the Office of Liquor, Gaming and Racing at http://www.olgr.nsw.gov.au/pdfs/rr_prevalence_gambling.pdf

Also in 2007, Gambling Research Australia published a research report – Identifying Problem Gamblers in Gambling Venues. The report is available at www.gamblingresearch.org.au

It found almost 60% of venue staff indicated it was moderate or easy to identify problem gamblers in the venue. Forty two per cent said they saw problem gamblers all the time. Eighty per cent said they saw them at least weekly. Lack of training, lack of time and lack of visibility of the gaming floor were challenges to identifying problem gamblers. Most indicated that it was difficult to approach problem gamblers.

Compared to staff from the ACT and SA, venue staff from NSW were,

- more pessimistic about their ability to identify problem gamblers,
- more sceptical about the process,
- less likely to think there were reliable ways to differentiate between problem gamblers and other patrons and
- less likely to think managers knew the identity of problem gamblers.

These results may be influenced by the fact that staff in NSW venues are not required by law to identify problem gamblers in the venue, while staff in the ACT and SA are.

Best predictors of problem gambling were,

- gambling continuously,
- playing very fast,
- leaving venue to find money,
- crying after losing and
- being nervous or edgy

Only two of these indicators need be displayed for 80% confidence of problem gambling. Indicators only have to occur once.

Male problem gamblers can be identified with three of the following cues.

- Gambling for 3+ hours without a break
- Sweating a lot
- Difficulty in stopping at closing time
- Displaying anger

Female problem gamblers can be identified by two of the following cues.

- Kicking machines
- Being nervous or edgy
- Gambling so intensely so as not to be aware of surroundings
- Multiple ATM withdrawals
- Being angry if machine or spot is taken

The study found that within venues, identification of problem gamblers from others who gamble was theoretically possible through observation.

Overview of NSW machine gaming industry

The gaming machine industry has been regulated since 1956 when poker machines were legalised for NSW registered clubs. In 1984, hotels were permitted to operate approved amusement devices (card machines). Changes to the law in 1996 allowed hotels to also operate poker machines the following year.

Gambling (ie. gaming, machine gaming and wagering) is available from over 5,000 outlets (clubs, hotels, casino, TAB outlets and NSW Lotteries agencies). Many other thousands of minor gaming activities take place, from raffles through to fundraising bingo in church halls. Lotteries products have been legal since 1932.

The gambling industry employs more than 26,000 people, and provides direct and indirect benefits to the community.

Gambling is recognised as a national pastime. Most of Australia stops for a 3-minute horse race in November each year. Millions chase the lure of easy dollars from multi-million dollar lottery draws.

It is this availability of gambling, the growth of gambling in the 1990s, increased expenditure on gambling, the reliance by Governments on gambling revenue, and the cost of problem gambling to the community that have raised concerns not only in New South Wales, but Australia-wide. The community felt that measures had to be brought into place to ensure that gambling providers conducted gambling responsibly, and that safeguards were in place for people with gambling problems.

Scope of gambling in NSW at June 2007

Club gaming

- 1,336 registered clubs earned profits from gaming machines (June 06 – May 07)
- 73,421 authorised gaming machines (at 31 May 2007)
- \$3,507 million in gaming machine assessed profit before tax (June 06 – May 07)
- \$660.9 million assessed in tax (June 06 – May 07)
- Bulldogs League Club Ltd - top registered club for assessed gaming machine profit

Hotel gaming

- 1,746 hotels earned profits from gaming machines during year
- 23,943 authorised gaming machines
- \$1,699 million in gaming machine profit before tax assessed during year
- \$454.1 million assessed in tax during year

Casino gaming

- 210 gaming tables
- 1,500 gaming machines
- \$73.83 million payable in casino duty
- \$11.61 million payable in responsible gambling levy
- \$610 million gross gaming revenue

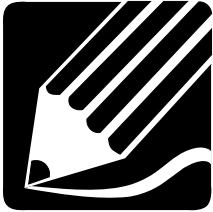
Keno gaming

- 1,033 registered clubs and the casino connected to Keno
- \$347.8 million in net subscriptions
- \$38 million in profit to registered clubs
- \$7.7 million payable in tax (exc. GST)

Public lotteries

- Seven lotteries games – Lotto, Lotto Strike , Oz Lotto, Powerball, Soccer Football Pools, Draw Lotteries and Instant Lotteries
- 1,524 on-line agents, 83 instant lottery only agents
- \$1,124.4 million in sales
- \$50.28 million in profit
- \$334.37 million in duty/dividends

Activity - The role of key agencies



Participants can attempt this activity individually or in small groups.

Trainers may discuss this activity either before or after the next topic.

Who are the key government agencies involved in gambling regulation in NSW?

What are some of the key roles of government agencies in relation to gambling in NSW?

Role of NSW regulatory agencies in the gaming industry

Historically, governments and regulators in all Australian gaming jurisdictions have implemented a high degree of control over the gaming industries in the public interest. This is not only to protect the continued flow of substantial revenues to governments but also to exclude undesirable and criminal elements, and to ensure public confidence in gaming products.

In New South Wales, the principal regulatory authorities are the Office of Liquor, Gaming and Racing, the Director of Liquor and Gaming (a statutory position), the Casino, Liquor & Gaming Control Authority and the NSW Police Force.

Office of Liquor, Gaming and Racing

The Office was established as part of the Department of the Arts, Sport and Recreation in 2006. It is the principal regulatory agency for the gaming, racing, liquor and charities industries.

One of its key functions is to initiate, develop and review gaming legislation. The Office also targets industry integrity. It does this through an effective integrated compliance and probity regime to ensure a responsible, responsive and accountable gambling industry.

The outcomes sought by the Office are a gambling industry, free from criminal and corrupt activity, which is accountable and complies with the law; and people who work in the industry are fit and proper not only to enter the industry, but remain in it.

The Office's inspectors carry out inspections and investigations into registered club and hotel machine gaming operations. Other inspectors investigate complaints involving community gaming, and monitor wagering and betting operations conducted on-track or through Tabcorp.

The Casino, Liquor & Gaming Control Authority

The Authority has wide-ranging functions and responsibilities under the liquor, gaming machine, casino and club management laws.

Liquor and gaming licence applications and disciplinary matters are considered by the Casino, Liquor & Gaming Control Authority. Anyone can make a submission to the Authority, and those submissions must be taken into account by the Authority when making a licensing decision.

The Authority is responsible for imposing penalties and suspending/cancelling licences in disciplinary matters.

Reviews of disciplinary decisions made by the Authority are determined by the Administrative Decisions Tribunal.

The Authority is also responsible for administering the responsible service of alcohol and responsible conduct of gambling training schemes, as well as determining any further training requirements for licensees.

Director of Liquor and Gaming

The Director of Liquor and Gaming is a statutory officer in the Office of Liquor, Gaming and Racing with powers under the liquor, club and gaming machine laws.

The Director's role in relation to the gambling industry is far reaching, investigating all licence applicants and their associates, registered club secretaries, to establish their fitness to hold licences or a certificate of registration. In addition, the Director has power to take disciplinary action to the Authority, and can object on probity, public interest or other statutory grounds.

Inspectors from the Office support the Director's functions.

NSW Police Force

Police enforce the gaming and liquor laws in the State and report upon the fitness and probity of applicants to hold liquor and gaming-related licences. Police have the power to issue infringement notices, take disciplinary action against licensees, registered clubs and/or the secretary manager and staff of licensed venues.

Psychological issues associated with problem/compulsive gamblers

There are a number of features widely recognised as characteristics of problem gambling, although not all of these aspects have to be present in a person who is regarded as being a problem gambler. The aspects include:

Personal and psychological characteristics, such as difficulties in controlling expenditure; anxiety, depression or guilt over gambling; thoughts of suicide or attempted suicide; use of gambling as an escape from boredom, stress or depression; thinking about gambling for much of the time; and giving up formerly important social or recreational activities in order to gamble.

Gambling behaviours, such as chasing losses, spending more time or money on gambling than intended and making repeated but failed attempts to stop gambling.

Interpersonal problems, such as gambling-related arguments with family members, friends and work colleagues, relationship breakdown, or lack of time with the family.

Job and study problems, such as poor work performance, lost time at work or studying and resignation or sacking due to gambling.

Financial effects, such as large debts, unpaid borrowings and financial hardship for the individual or family members (either in the present, in the case of high gambling commitments out of current earnings, or in the future, in the case of assets that are liquidated to finance gambling).

Legal problems, such as misappropriation of money, passing bad cheques, and criminal behaviour due to gambling. In severe cases, these may result in court cases and prison sentences.

The primary, though not only, source of the problem associated with problem gambling is the financial loss which then has a range of repercussions for the social and personal life of the gambler. This is unlike alcohol or tobacco, where the harms appear to stem mainly from the *quantity* consumed.

Affordability is very important. The level of expenditure and time spent on gambling activities does not mean that a person has a problem with gambling, because they are relative to each person's available leisure time and disposable income, factors which are found to vary enormously across socioeconomic groups.

For example, a high income gambler who loses \$10,000 a year out of an income of \$200,000 will probably not suffer significant adverse consequences, whereas the same expenditure out of an income of \$50,000 will probably entail highly problematic outcomes.

ELEMENT 2

THE INDICATORS AND IMPACT

OF

PROBLEM GAMBLING

Element 2:

Explain the indicators and impact of problem gambling

Assessment Criteria

2.1 Describe what is problem gambling.

2.2 Describe the extent of problem gambling in the community.

2.3 Describe the impact of problem gambling on:

- the gambler,
- the neighbourhood/community,
- the venue/gambling providers,
- children,
- gambling venue staff,
- families of problem gamblers,
- groups including women and people from a non-English speaking background.

2.4 List the indicators of problem gambling.

What is problem gambling?

Unlike intoxication, there are few observable indicators of problem gambling. The behaviour of a patron may not indicate a problem with gambling, as the behaviour is hard to detect. It is also a very difficult concept to define.

There have been numerous attempts over many years to state precisely what problem gambling is, with the Productivity Commission report listing numerous definitions used around the world.

In 2005, Gambling Research Australia – funded by all Australian jurisdictions – published its first research report – *Problem Gambling and Harm: Towards a National Definition*.

Following extensive research and consultation, the report recommended that the following be adopted as the Australian national definition of problem gambling:

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

References in this definition to “difficulties in limiting money and/or time spent on gambling” implies continuum of gambling behaviours from those who have no difficulty (including non-gamblers) to those who have extreme difficulty.

This definition is now generally used throughout NSW and the rest of Australia. Even so, it is important to understand that while gambling problems do exist, it is not always easy to define or determine whether a problem exists.

However, there are indications that some gambling providers promote their gambling products in a way that may exacerbate gambling problems.

Assessing problem gambling

Prevalence studies

A range of tests has been used by researchers to try to estimate how many Australians have gambling problems. The Productivity Commission identifies the two most common as:

- the South Oaks Gambling Screen (SOGS). This test – which has produced many minor variants – was developed by Lesieur and Blume (1987). The test poses questions about a gambler’s behaviour, such as whether they “chase” losses, have problems controlling their gambling, gamble more than they intended, feel guilty about gambling and believe that they have a problem. Its prime focus is on the financial aspects of gambling; and
- the DSM-1V. This shares many features of the SOGS, but has a greater emphasis on psychological aspects of problems, such as preoccupation, development of tolerance, irritability, and gambling as an escape.

The 2005 research by Gambling Research Australia – *Problem Gambling and Harm – Towards a National Definition* – also examined these and many other tests, or screens, for problem gambling to determine the most appropriate in particular circumstances.

The research concluded that a screen developed in Canada in 2001 – known as the

Canadian Problem Gambling Index (CPGI) was most suitable for population level surveys. The CPGI has since become the preferred screening instrument throughout Australia.

The Canadian Problem Gambling Index

In the last 12 months, how often have:

1. You bet more than you could really afford to lose?
2. You needed to gamble with larger amounts of money to get the same feeling of excitement?
3. You gone back another day to try and win back the money you lost?
4. You borrowed money or sold anything to get money to gamble?
5. You felt that you might have a problem with gambling?
6. You felt that gambling has caused you health problems, including stress and anxiety?
7. People criticised your betting or told you that you might have a gambling problem, whether or not you thought it was true?
8. You felt that your gambling has caused financial problems for you or your household?
9. You felt guilty about the way you gamble or what happens when you gamble?

The extent of problem gambling

While problem gambling, for some people, may be due to prior conditions or problems, the evidence is that many of the harms experienced by problem gamblers can be traced to gambling itself. The Productivity Commission report found that:

- Around 60% of those with at least moderate gambling problems indicate that they have suffered depression as a result of gambling.
- About 9% of problem gamblers (and 60% of those in counselling, the most severe category) report that they have seriously thought about suicide because of their gambling.
- It is estimated that there are between 35 and 60 suicides linked to gambling each year.
- Around one in five severe problem gamblers are reported to be suffering from alcoholism or other dependencies.
- Gamblers and their families say that lack of trust, lying, arguments and financial stresses lead to enormous pressures on families. About one in 10 problem gamblers said that their gambling has led to a relationship breakdown.
- It is estimated that there are around 1,600 gambling-related divorces annually. One in 10 gamblers in counselling reported domestic or other violent incidents related to their gambling.
- On average, around seven other people were reported to be adversely affected to varying degrees by a severe problem gambler's behaviour.
- Survey results suggest that severe problem gamblers often have someone else in their family with gambling problems. For example, a problem gambler in counselling has a 16 times higher chance of having a father with a problem, than a non-problem gambler.
- About 19% of problem gamblers said they lost time from work or study in the last year due to gambling. In contrast, around 50% of problem gamblers in counselling reported that they had lost time from work or study due to gambling in the last year.

- The Productivity Commission's national survey data, suggests that about one third of gambling losses are accounted for by problem gamblers — this represents about \$3.6 billion a year.
- Based on national survey data, gambling losses represent an average of 22.1% of household income (before tax) for problem gamblers.
- The consequence of the high ratio of gambling spending to income is that problem gamblers tend to run down assets or borrow.
- One in two problem gamblers have borrowed money from some source to finance their gambling, and one in five problem gamblers borrowed money without paying it back.
- Australians have had a great association with gambling in its short history.
- Australians gamble about \$11 billion annually, with 40% of Australians gambling regularly. Around 130,000 Australians or 1% of the adult population are estimated to have severe gambling problems, a further 160,000 adults are estimated to have moderate gambling problems.
- Problem gamblers comprise 15% of regular gamblers and account for about \$3.5 billion in expenditure annually (about 1/3 of the gambling industries market).

Source: Productivity Commission "Australia's Gambling Industries" Report Dec 1999

Impact of problem gambling

Costs:

- cost of regulation;
- increased welfare demand;
- family breakdown;
- cost of crime, petty, organised or white collar;
- shift in spending away from small business.

For the individual:

- loss of self esteem;
- a feeling of loss of control;
- financial loss;
- breakdown of personal and work relationships;
- turning to crime to support gambling;
- job opportunity lost because of gambling;
- suicide.

For family and friends:

- the death of a loved one;
- financial loss;
- helplessness;
- cost of time taken to help;
- personal relationship loss.

For gambling providers:

- increased running costs associated with attempted gaming machine fraud;
- community stigma;
- reduced staff morale.

For staff of gambling venues:

- cost of time taken to help;
- helplessness;
- problems with their own gambling;
- breakdown of personal and work relationships.

Social and financial costs of problem gambling

Problem gambling affects the gambler and their family, friends and, to a lesser extent, work colleagues and others in the community.

There is no doubt that costs imposed on others are a genuine social cost. These costs arise as a result of loss of business productivity, family breakdowns, gamblers' antisocial and/or criminal behaviour, and destitution. They take the form of loss of well being of the problem gambler's associates, and costs to welfare and community groups.

Money arguments are frequent among problem gamblers, and many report that they are unable to look after the interests of their families sufficiently.

Calculating the financial and social costs of problem gambling is difficult. Some costs arise from treating problems directly, but many costs are indirect, such as gambling-related ailments, absenteeism at work and time spent in the courts.

Indicators of problem gambling

Problem gamblers often lie about their gambling to their families, undermining trust. For example,

One characteristic of many problem gamblers is the high degree of involvement in other forms of addictive behaviour such as alcohol or drug abuse. Whether or not gambling creates, or contributes to other addictive behaviours is a matter of some debate, as is the question of which addiction comes first.

Suicide attempts among problem gamblers occur much more frequently than among the general population.

Impact on the workplace

The financial and social impact of problem gambling is felt in the workplace, where absenteeism, theft, lower productivity and job loss can be costly to both workers and employers.

Problem gamblers are also more likely to ask for advances on their pay and to borrow from fellow employees. This compares to frequent, non-problem, gamblers who report no such effects of gambling on their performance at work.

Impact on the family

For non-problem gamblers, the money spent on gambling does not affect family finances to the extent that it is money put aside for entertainment. But for problem gamblers, excessive spending on gambling has serious consequences for the family. Often it means that bills don't get paid, utilities are cut off and the grocery money dwindles.

Problem gamblers tend to devote large amounts of money and time on gambling, and these commitments have severe consequences for the well being of their family. This, together with deception about their gambling and the anxiety, mood swings and stress accompanying their gambling, not only generate relationship frictions, but health and mental distress for the partners.

In part of its findings the Productivity Commission concluded that there are conservatively around 1,600 gambling-related divorces per year.

The children of problem gamblers are affected in many ways and, lacking the autonomy, maturity, access to help, and power of adult partners, may have less control over the situations in which they find themselves. The most immediate concern for children's welfare in problem gambling households is poverty. Problem gambling eats up resources that otherwise would be spent on household members – from family entertainment, a serviceable car, a pleasant home, holidays, and even food.

Crime

Results of a survey, conducted by the Productivity Commission, of clients of problem gambling agencies suggest that 44% of clients reported an involvement in some form of gambling-related criminal activity at some stage of their gambling career. Around 16% had appeared in court on charges related to their gambling, and around 6% had received a prison sentence because of a gambling-related criminal offence.

Impacts on groups such as women and people from a non-English speaking background (NESB)

Women

The study released by the Victorian Department of Human Services "Playing for Time – Exploring the Impacts of Gambling on Women" observed that many of the women who participated in the study had not gambled before the introduction of gaming machines into Victoria or had only gambled on gaming machines during occasional visits interstate.

The study found that the incentives used by gaming machine operators to encourage consumers to play gaming machines may have a particular impact on women. These incentives are divided into two broad categories. The categories and the impact on women are described in the study as follows:

"The first category consists of incentives associated with winning which may relate directly to promoting the prospect of a "win".... The second category are messages and services that result in the creation of an environment perceived by women (at least initially) as being beneficial to them. They include the creation of a 'women-friendly' environment that is perceived to be attractive, safe, accessible and accepting of diversity within a familiar and predictable environment. Women have the opportunity to occupy social space over which they feel a sense of ownership, have the experience of being well treated and believe that they can play with little stake money."

The Productivity Commission found the socio-demographic nature of problem gamblers has changed. Problem gambling used to be a male dominated phenomenon, but has been feminised with the advent of gaming machines. When Dickerson (1996) conducted a major survey in four states in 1991, he found that 14% of problem gamblers were female. Now around 40% of problem gamblers are female, and overwhelmingly, these problems are associated with gaming machines.

NESB

As part of a Research Report into the Impact of Gaming on Specific Cultural Groups, conducted by the Victorian Casino and Gaming Authority, consultation was held with 14 ethnic communities in Victoria.

Some of the observations made as a result of the consultations are summarised below. The attitudes to gambling expressed in the consultations were varied across the cultural groups involved in the consultations.

Representatives from European cultural groups, while acknowledging the potentially negative effects of gambling upon their communities, did not see gambling as a major problem that is widespread in their communities. On the other hand, the Vietnamese, Arabic and Chinese communities expressed some concern about the impact of gambling upon their communities. All groups saw access to services and the low tendency to seek assistance as issues for people from non-English speaking backgrounds with gambling problems.

Many people from a NESB have come from environments where casinos and access to gaming machines were not a feature of their home countries. In some countries, these modes of gambling (sometimes all gambling) are not legally sanctioned.

In summary, gambling in some degree was considered to be associated with shame in some ethnic communities. Shame was claimed to be a major factor preventing individuals and the communities from accessing problem gambling support services.

The way shame was interpreted in ethnic communities differed according to cultural and religious beliefs. Within Asian communities shame was associated with losing face and respect amongst members of the community. Gamblers did not want to talk about what they had lost, only their winnings. In the Arabic and Turkish communities shame was claimed to be based on religious principles as gambling is strictly forbidden in the Islam religion.

The effects of migrating to Australia and the experience of loneliness and boredom were cited amongst the common reasons for gambling. Gambling services associated gambling with the trauma of migration and the unrealistic expectations of newly arrived migrants in making money in Australia.

Activity - Statements about problem gambling

Quite often we may hear people make statements about gambling and associated problems. Some are based on hearsay, while others certainly are true.



Individually or in small groups, read the statements below and indicate if they are true or a myth.

	T	M
Problem gambling can lead to relationship breakdown and loss of important friendships.		
Problem gamblers gamble at any opportunity on any form of gambling.		
Gambling becomes a problem if it causes problems.		
Problem gambling is not really a problem if the gambler can afford it.		
Bailing the gambler out of debt may actually make matters worse by enabling gambling problems to continue.		
Problem gamblers are irresponsible people.		
The main reason that relationships breakdown with problem gambling is because of money problems.		
It is true that money problems play an important part ending relationships. Non gambling partners say that the lies and lack of trust is the biggest cause.		
Parents of problem gamblers are to blame for their children's behaviour.		
Problem gambling is easy to recognise.		
A problem gambler may gamble frequently or infrequently.		
Most problem gamblers have a favourite form of gambling that causes them problems.		

Activity - Statements about problem gambling (continued)

	T	M
Problem gambling does not affect children.		
Some gamblers also have other secondary forms of gambling which they participate in, but these are not usually as problematic.		
Problems caused by excessive gambling are not just financial.		
Too much time spent on gambling means less time to spend with family, friends and others.		
You have to gamble everyday to be a problem gambler.		
Many problem gamblers hold responsible community positions, but they have trouble controlling their gambling actions and do not know how to quit.		
Children of problem gamblers have been shown to be at a higher risk of developing health-threatening behaviours.		
Partners of problem gamblers often drive problem gamblers to gamble.		
If a problem gambler builds up a debt, the important thing to do is to help them get out of the financial problem as soon as possible.		
Only the gambler can take steps to control their gambling.		
Many parents of problem gamblers feel hurt and guilty about their son's or daughter's gambling behaviour.		
Problem gambling has been called the hidden addiction. It is very easy to hide as it has few recognisable symptoms.		

Source Website: <http://www.ozemail.com.au/~cnlob/gambling/Myths.html>

The above table has been developed by Mr Chris Lobsinger, a member of the Australian Association of Social Workers in Queensland.

Mr Lobsinger has worked with individuals and groups in the community and medical settings as a social worker and has put together this list of statements about gambling. This is just one table that has been compiled regarding gambling traits and patterns.

ELEMENT 3

THE LEGISLATIVE

FRAMEWORK

FOR RESPONSIBLE CONDUCT OF

GAMBLING

IN NEW SOUTH WALES

Element 3:

Describe the legislative framework for responsible conduct of gambling

Assessment Criteria

- 3.1 List the relevant legislative provisions including:
 - 3.1.1 harm minimisation and public interest provisions of gambling-related laws,
 - 3.1.2 statutory and other signage,
 - 3.1.3 advertising and promotional restrictions, prohibition on gambling inducements,
 - 3.1.4 installation of clocks in gaming areas,
location of ATMs and EFTPOS facilities,
 - 3.1.5 prohibition of cash advances and credit,
 - 3.1.6 self-exclusion schemes for problem gamblers,
 - 3.1.7 minors and evidence of age offences.
- 3.2 List gambling best practices, such as gambling prohibitions for staff and club directors on the premises.
- 3.3 Explain the importance of patron awareness of counselling services available to problem gamblers and their families, including Gambling Help
- 3.4 Explain the concept of duty of care for patrons and staff, including the importance of staff training as best practice.

Activity – Legislation



Participants can complete this activity individually or in small groups.

What is the cash limit for a gaming machine prize?

What limits apply on the cashing of cheques in a hotel/club?

What restrictions are there regarding minors being in a restricted area in a hotel or a bar or gaming machine area in a registered club?

What period of time is allowed for a gaming machine prize to be paid?

Legislative provisions

The NSW gaming machine laws contain extensive harm minimisation measures to ensure the industry operates responsibly and in the public interest, and at the same time, provides protection for vulnerable people in the community who are affected by problem gambling. This section examines key gambling harm minimisation requirements that the industry operates under in NSW.

Prosecution action can be taken by police and the Director of Liquor and Gaming for breaches of the responsible gambling laws, while disciplinary action can be taken against a licensee before the Casino, Liquor & Gaming Control Authority on the ground that the venue has encouraged or permitted irresponsible gambling.

This is a general catch-all provision that allows a complaint to be taken by police or the Director on the ground that the hotelier or registered club has *“engaged in conduct that has encouraged, or is likely to encourage, the misuse and abuse of gambling activities in the hotel or club”*.

A venue faces maximum penalties of up to \$275,000 where a disciplinary complaint is established. Other sanctions that can be imposed include revocation of the venue’s authority to operate gaming machines.

The following case study illustrates the type of activities that can result in a disciplinary complaint being taken against a venue.

Case study - Western Sydney Club’s change policy

A western Sydney club, whose staff handbook and change policy was found to promote gambling abuse, was fined \$27,500 after the Director of Liquor and Gaming took complaint action against the club.

The fine was handed down after a court heard that instructions in the handbook and a \$1 coin change policy were likely to encourage the misuse and abuse of gambling.

The Director’s investigation found that the club’s secretary had developed a customer service handbook for club staff, similar to one he had created when he was a club manager interstate.

The handbook, which staff were asked to sign, instructed staff to:

- think about ways of encouraging players to spend more than they originally intended on gaming machines,
- Provide \$1 coins in change rather than \$2 coins as “you cannot put \$2 coins into a gaming machine”
- Always bring service to the player so that they do not have to get off their stool.

The court found that in preparing, distributing and implementing the handbook, the club had conducted itself in a manner that “was likely to encourage” the misuse and abuse of gambling.

Mandatory shutting down of gaming machines

All clubs and hotels are required to ensure that all gaming machines in their venue are not operated for gambling purposes between 4am to 10am on each day of the week (*the general 6-hour shutdown period*). A variation to this shutdown can be sought on certain grounds.

Gambling Harm Minimisation Signage

The gaming machine laws require hotels and clubs operating gaming machines to display prescribed notices and signs throughout their premises to promote counselling services and warning of the outcomes associated with problem gambling.

Breaches of the signage requirements can lead to fines of up to \$5,500 for each offence.

Counselling notice

This following A3 counselling notice must be displayed at the main entrance of a hotel or registered club where it would be expected to be seen by patrons entering the venue.



Automatic teller machine (ATM) signage

This requires a notice to be displayed on each ATM and cash back terminal installed at the hotel or club.

The notice must be positioned so as to enable a person to clearly see the notice while using the ATM or cash-back terminal



Chance of winning notice

This notice provides information about the chance of someone winning the maximum prize on a gaming machine. It must be displayed wherever gaming machines are located so that people entering that area would be able to read the notice.



The following notice is also required to be placed on all gaming machines

**What are the odds of hitting the jackpot?
No better than a million to one.**

Gaming machines notice of the dangers of gambling

A **gambling warning notice** and a problem gambling notice must be displayed on every gaming machine in one of the following formats:



Think! About Tomorrow



Think! About your choices



Think! About getting help



Think! About your family



Think! About your limits

Maximum penalty: 50 penalty units.

The notice must be positioned so as to enable a person to clearly see the notice while playing the gaming machine.

As part of transitional arrangements, the above notices must be displayed by 1 June 2010, provided existing statutory notices continue to be displayed.

Player information brochures

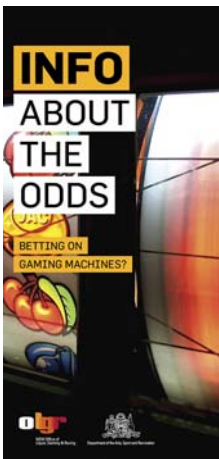
Providing clear and adequate public information about gambling is recognised as important.

Mandatory notices and player information brochures warn people of the dangers of gambling and where help may be obtained.

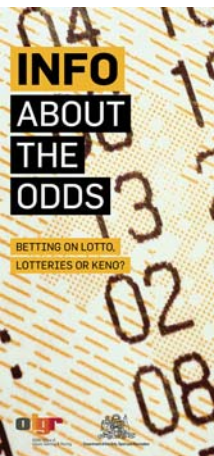
Player information brochures

Approved player information brochures are required to be displayed in hotels and clubs. In each area where gaming machines are located the following brochures must be displayed

- Info about the Odds – betting on gaming machines wherever gaming machines are located.



- For hotels and clubs that operate Keno, the brochure Info about the Odds – betting on lotto, lotteries or Keno? Must be prominently displayed at or near each Keno terminal.



The law also requires that approved player information brochures be made available in community languages and be provided as soon as practicable after being requested by a patron.

The brochures are available in 5 community languages – Arabic, Chinese, Korean, Turkish and Vietnamese.

Contact Cards

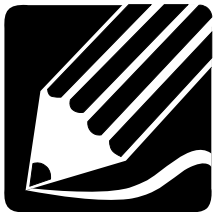
Contact cards provide contact information to problem gamblers and their families on self – exclusion and counselling services available from the venue.

Hotels and clubs are required to display gambling contact cards in a clear, plastic, see – through card holder which must be attached to each bank of approved gaming machines.

Venues have until 1 December 2009 to display the contact cards



Activity - Revision of legislative requirements



Split into small groups and complete the following questions.

What are the mandatory signs for?

Gaming machines?

Gaming areas in hotels?

Bar or gaming machine areas in registered clubs?

Automatic teller machines (ATMs)?

What type of gambling brochures must be displayed in hotels and registered clubs?

Gambling advertising, inducements and promotions

Maximum penalties of \$11,000 apply for unlawful gaming machine advertising and signage under the NSW gaming machine laws – the Gaming Machines Act 2001 and the Gaming Machines Regulation 2002. The following section covers the regulatory requirements that must be met by gambling venue operators.

Gaming machine advertising definitions

- ***Gaming machine advertising*** means any advertising that gives publicity to, or otherwise promotes or is intended to promote, participation in gambling activities involving approved gaming machines in a hotel or registered club, but does not include any such advertising that is excluded from the operation of this section by the Gaming Machine Regulations 2002,
- ***publish*** includes disseminate in any way, whether by oral, visual, written or other means (for example dissemination by means of cinema, video, radio, electronics, the Internet or television or by means of promotional material such as club journals, brochures or flyers).

Prohibitions on gaming machine advertising

A club or hotelier, or any other person, must not publish any gaming machine advertising. This includes advertising inside a venue that can be seen or heard from outside the venue.

Regulations apply to all advertising material associated with the gambling activities of the hotel or registered club, including advertising and promotion in leaflets, point of sale display material, posters, newspapers and other printed material.

This prohibition does not apply to gaming machine promotional material provided by a club to a member on an opt-in basis. The promotional material must promote the availability of a player activity statement, must not be limited to promoting the club's gaming machine and include a problem gambling notice.

Maximum penalty: 100 penalty units.

Exemptions to the advertising prohibitions

The Regulation provides a number of exclusions from the definition of gaming machine advertising, including:

- any advertising that appears in a gaming machine industry trade journal or in a publication for a trade convention involving gaming machines;
- any advertising (including signage) that is inside a club or hotel and cannot be seen or heard from outside the venue;
- the approved name of a club (if the name was being used at 2 April 2002);
- an approved gaming machine.

Prohibition on displaying gambling-related signs

Gambling-related sign means any sign (whether consisting of words, symbols, pictures or any other thing) that:

- draws attention to, or can reasonably be taken to draw attention to the availability of gaming machines in a club or hotel; or
- uses a term or expression frequently associated with gambling; or
- relates to a gambling franchise or gambling business,
- but does not include TAB and Keno signage.

A club or hotelier must not display any gambling-related sign, **including** internal signs that can be seen from outside of the venue.

Maximum penalty: 100 penalty units.

Exemptions to the displaying of gambling-related signs prohibitions

The Regulation excludes an approved gaming machine from the definition of a gambling-related sign.

Gambling inducements

A hotelier or registered club **must not**:

- **offer or supply any free or discounted liquor** as an inducement to play, or to play frequently, approved gaming machines in the hotel or registered club (*this prohibition also applies to playing Keno and betting at TAB outlets, under separate legislation*); or
- **offer free credits** by means of letterbox flyers, shopper dockets or any other means, to players, or as an inducement to become players, of gaming machines at a hotel or registered club.
- offer or provide, as an inducement to play approved gaming machines in the hotel or club, any prize or free give-away that is indecent or offensive.

Maximum penalty: 50 penalty units.

Guidelines for inducements

While there are many gambling related inducements, those listed above are the prescribed unlawful ones.

Gambling providers should think carefully about the timing of their promotions, eg. not running their gambling promotion at the same time as their happy hour. Bonus reward promotions that accumulate 'points' for patrons should emphasise that points are gained by purchasing a range of goods and services at the venue/s, not just on gambling activities.

Promotional prizes and player reward schemes

In this section of the Act, a:

- ***promotional prize*** means any prize or reward (including bonus points) offered by a hotelier or registered club to the patrons of the hotel or club in connection with a player reward scheme or any other marketing or promotional activity that involves approved gaming machines.
- ***player reward scheme*** means a system, used in connection with the operation of approved gaming machines in a hotel or registered club, in which the players of such gaming machines accumulate bonus or reward points from playing the gaming machines.

Promotional prizes

It is unlawful to:

- offer or present a promotional prize in the form of cash, or
- offer or present a promotional prize that exceeds \$1,000 in value, or
- permit a patron of the hotel or club to exchange a promotional prize for cash, or
- permit any bonus or reward points accumulated under a player reward scheme to be redeemed for cash.

Maximum penalty: 100 penalty units.

Player reward schemes

A club or hotelier that conducts an electronic player reward scheme is required to:

- advise the participants in the scheme of the availability of player activity statements;
- provide free of charge to each participant, upon request, a monthly player activity statement.

Maximum penalty: 100 penalty units.

Player reward schemes - information required

The following information is to be included in a player activity statement:

- total amount of turnover, total wins and net expenditure for the player;
- total points earned and redeemed as the result of playing gaming machines;
- the total length of time during which a participant's player card was inserted in gaming machines during each 24-hour period in the month, and the total length of time during the whole month;

a note advising that the statement only relates to the gaming machine play whilst the player's card was inserted into the machine and that it may not include information about wins on gaming machines that are part of an inter hotel or club linked system; and

- the problem gambling notice – Think! About your choices Call Gambling Help 1800 858 858 www.gamblinghelp.nsw.gov.au

Maximum penalty: 100 penalty units.

A hotelier or club must keep a record or copy of each player activity statement produced by the system.

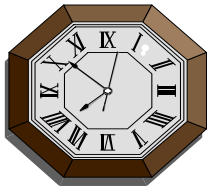
Maximum penalty: 50 penalty units

Display of clocks

Responsible gambling regulations provide a *reality check* for patrons, ie. installation of clocks so that every player in a gaming area is able to see the time.

This measure is a minimum standard and gambling providers should look at incorporating more *reality check* opportunities for players. Some ideas could be incorporated from the activity on this page.

Consultation with regulatory agencies, counselling services, gambling patrons and staff may provide some good ideas.

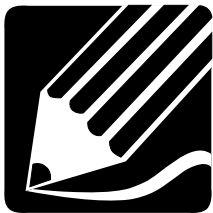


A hotelier or registered club must ensure that:

- a clock (set to, or within 10 minutes of, the correct time) is in each part of the hotel or club where gaming machines are located; and
- any person playing a gaming machine must be able to readily view the time on the clock.

Maximum penalty: 50 penalty units.

Activity – gambling areas



Participants can complete this activity individually or in small groups.

Think about the gambling areas where you work or have visited.

Write down what improvements could be made to the area so that better reality checks are provided for patrons.

Cheques and cash dispensing facilities

A hotelier or registered club operating gaming machines, **must not do any of the following:**

- exchange a cheque payable to any person other than the hotel (name of the hotel, licensee or hotel owner) or club for cash;
- exchange a cheque for more than \$400 for cash;
- exchange more than one cheque for the same person on a single day for cash;
- exchange a cheque for cash if a cheque previously tendered by the person had been dishonoured, unless the person has since paid the outstanding amount.

Also, a hotelier or registered club must bank a cheque exchanged for cash within 2 working days after the cheque is accepted.

Maximum penalty: 50 penalty units.

Under these provisions:

- **cash** includes credits that can be used to play an approved gaming machine.
- **cheque** has the same meaning as it has in the *Cheques Act 1986* of the Commonwealth, but does not include a traveller's cheque.
- **hotel owner** means a person who owns (whether or not together with, or on behalf of, any other person) the business conducted under the authority of the hotelier's licence concerned.

Limiting the cashing of cheques provides a sensible approach for the venue and patrons. In some areas, especially rural NSW, the cashing of cheques has been standard practice, particularly if banking facilities are limited. On the other hand some venues have made it standard practice not to cash cheques, and others have initiated a "no cheque cashing policy" following the introduction of the responsible gambling legislation.

Approval is required where a venue seeks to cash cheques of more than \$400 a day, due to the lack of banking facilities in the community.

The opportunities for overspending their limit by patrons can lead to problems not only for the gambler, but also for the venue. By providing a facility for patrons to cash cheques at a venue, in turn provides opportunities for patrons to get money that perhaps they had not intended to spend on gambling.

Hoteliers and registered clubs should develop and actively promote their policies for the cashing of cheques.

Financial transactions

Prohibition on extension of credit for gambling

Hoteliers, registered clubs and their staff must be aware that it is an offence to provide credit to patrons for the purposes of any form of gambling. Cash may only be provided to patrons as a prize won.

A responsible person for a hotel or registered club must not extend, or offer to extend, a cash advance or any other form of credit to another person for the purpose of enabling the other person to gamble at the hotel or registered club.

Maximum penalty: 50 penalty units.

A responsible person for a hotel or registered club means:

- the licensee of the hotel, or secretary of the club;
- the manager of the hotel, or director of the club;
- an agent or employee of the hotel, or of the club;
- a person acting on behalf of the hotel, or of the club.

Some premises have implemented procedures providing credit to patrons, eg. a patron writes a cheque made payable to the venue. The cheque is held as security for a cash advance made to the patron, until full payment has been made, when the venue returns the cheque to the patron.

This is simply providing credit and is an offence.

Case Study

Dishonoured cheques accepted by south coast hotel

A two-year investigation by the Director of Liquor and Gaming into a south coast hotel followed concerns raised by the NSW coroner, who inquired into the suicide death of a former patron of the hotel.

The patron, a regular gambler at the hotel, was allowed to cash cheques at the hotel over six months. Many cheques were dishonoured, while others were not banked. The investigation found that:

- there were delays in banking cheques presented by the patron,
- cheques continued to be cashed despite the licensee being aware that other cheques had bounced,
- 133 cheques worth more than \$100,000 were cashed for the patron from a joint account he held with his wife,
- the patron used the cash to gamble on the hotel's gaming machines.

Complaint action was taken by the Director against the licensee – for permitting cash advances, encouraging gambling abuse and not operating in the public interest.

The Licensing Court imposed a \$5,000 penalty as a result of the proceedings.

Misrepresentation or misdescription of credit transactions

A responsible person for licensed premises or registered club must not describe or misrepresent any cash advance extended to another person by means of a credit facility, who intends to gamble, to be a payment for goods or services lawfully provided on the premises.

Maximum penalty: 50 penalty units.

An example may be where a patron uses a credit card on the pretence of buying goods or services from the venue, but is actually provided with cash by the venue. The transaction is then described, by the venue, as dinner or accommodation (or any other type of purchase).

This is a clear misdescription of the transaction and a breach of the legislation.

CASE STUDY

Hotelier disqualified for a year over illegal cash advances

A Sydney hotel licensee's decision to advance cash to patrons resulted in a fine of \$15,000 and a 12-month disqualification.

The Licensing Court heard that as a result of a complaint received by the Office of Liquor, Gaming and Racing, an investigation was undertaken that revealed 3,553 cash advances totalling \$469,377 had occurred over four years.

Inspectors conducted an audit of the Hotel's gaming machine operations, examining the venue's centralised credit control unit (CCU), gaming machines and CCU register.

The licensee was served with a notice to produce certain records under section 180 of the Gaming Machines Act. As a result of these operations, the licensee stopped the practice of giving money to hotel patrons.

In court, the licensee admitted to the complaint taken by the Director of Liquor and Gaming. Nine affidavits were produced on behalf of the licensee from patrons that stated the licensee had lent or given them money from time to time for various purposes. Each maintained the money had not been used to play the poker machines at the hotel.

The court found the complaint was established and imposed a \$15,000 fine and disqualified licensee from holding a licence for 12 months. He was also ordered to pay the Director's costs of \$15,000.

Payment of prizes by cheque or electronic funds transfer

A hotelier or registered club must pay any prize money over \$2,000 (won on a gaming machine):

- by means of a crossed cheque (the cheque must be made payable to the person who has won the prize), or
- if requested, by electronic funds transfer (if available in hotel or club) to an account nominated by the person.

The cheque must be clearly identified as a prize winning cheque and include the statement – Prize winning cheque – cashing rules apply.

If the person requests that the amount under \$2,000 also be paid in the same manner as above, the venue must pay it as requested.

Maximum penalty: 50 penalty units.

Cheque cashing franchises

It is an offence for a person (other than a financial institution) to cash a cheque, where the person would be expected to know that the cheque is a gaming machine prize issued by a hotelier or registered club.

A deemed offence is committed where a person cashes a gaming machine prize cheque within 500 metres of a hotel or registered club, unless the defendant can prove otherwise

The legislation governing Keno has the same requirements relating to payment of prizes and the cashing of prize winning cheques by persons other than financial institutions.

The implementation of policies and procedures for the payment of prize money to players demonstrates harm minimisation and duty of care principles for patrons, by providing a 'cooling off period', and reduces opportunities for reinvestment of large wins. This also has the benefit of providing better security for patrons who have had large wins, by minimising the risk of theft and or loss of the cash won.

Gamblers have indicated that the reinvestment of winnings is a primary reason for gambling more than they had already intended, as well as chasing their losses by using these 'winnings'.

Case Study

Cheque cashing business prosecuted

A problem gambler complained to the Office of Liquor, Gaming and Racing that a cheque cashing business, Cash Stop Financial Services Pty Ltd had cashed cheques for him which had been paid out by registered clubs and hotels as a result of him winning money on gaming machines.

Over several months, the gambler spent considerable time playing gaming machines at various Sydney venues and would often leave with his winning in the form of a cheque. He would then go to a Cash Stop outlet and cash the cheque.

Cash Stop was fined \$96,000 for cashing prize winning cheques to the value of \$132,000.

Some guidelines for payment of winnings

Premises need to have clear guidelines for these payments and accordingly staff and patrons need to have an awareness of these guidelines. These policies and procedures should be clearly promoted within the gaming areas to eliminate any misunderstandings.

The use and promotion of a *payout house policy* provided to players and staff should incorporate:

- a maximum amount of \$2,000 is to be paid in cash, with the remaining amount payable by 'crossed cheque', made out in the player's name, or by electronic funds transfer, within 48 hours (venues may wish to pay by cheque 'on the day' and accordingly arrangements should be made to ensure that a signatory is available at all times of operation);
- try and encourage the player to accept a cheque for the whole amount, where possible;

- payment to players of large winnings should not be made in the gaming areas, perhaps players could be asked to collect at the office/administration area (this again provides ‘cooling off’ time, and minimises patron personal risk);
- payout forms or vouchers should be completed for prize payment to be made by cheque or electronic funds transfer.

Publicity for prize-winners

A hotelier or a registered club, or an employee of the hotelier or registered club must not publish anything which identifies any person who wins a prize of more than \$1,000 (from playing a gaming machine), if the player requests (in writing) that his or her identity not be published.

The prizewinner must make this request when claiming the prize and can revoke the request (in writing) not to publish his or her identity at a later time.

Maximum penalty: 50 penalty units.

Note. Publishing the identity of a prizewinner (regardless of whether the publication complies with this clause) is gaming machine advertising for the purposes of section 43 of the Gaming Machines Act, and accordingly the publication cannot be seen or heard otherwise than inside the venue concerned.

Location of cash dispensing facilities away from gaming machines

A hotelier or registered club must not allow an automatic teller machine (ATM) or EFTPOS terminal to be installed or located where gaming machines are located.

Maximum penalty: 50 penalty units.

Cash dispensing facilities

Any opportunity for providing a *reality check* for gambling patrons minimises the risk of ‘time distortion’, where players have lost track of time spent on gambling activities.

As well as *reality checks*, some *cooling off* periods will assist gamblers by providing opportunities to think more rationally about their gambling activities.

By moving cash dispensing facilities such as ATMs and EFTPOS terminals away from gaming areas, the venue not only provides the opportunity for the player/s to gauge how long they have been playing, but also provides time for them to think and decide whether they should be withdrawing more money for gambling purposes.

ATMs and EFTPOS facilities located in hotels and registered clubs must not be capable of issuing cash from a person’s credit account.

Exemption

The Casino, Liquor & Gaming Control Authority may exempt a hotelier or registered club from regulations regarding the cashing of cheques and the location of cash dispensing facilities (not payment of prizes greater than \$2000 by cheque or electronic funds transfer).

To be able to apply for an exemption the venue must be located outside the Sydney metropolitan area (which includes the local government areas of Wollondilly, Blue Mountains, Hawkesbury, Gosford and Wyong), and the local government areas of Newcastle, Lake Macquarie and Wollongong.

Self-exclusion schemes

Every club and hotelier must conduct a self-exclusion scheme that allow patrons to exclude themselves from nominated areas of a venue or from the entire venue.

The scheme can be conducted by the venue itself or by a third party such as a counselling service funded by the NSW Responsible Gambling Fund or any other self-exclusion scheme that is established and conducted in accordance with the regulations.

The minimum requirements for the conduct of a self-exclusion scheme are covered in more detail in the next section.

Maximum penalty: 100 penalty units.

Provision of problem gambling counselling services

Every club and hotel is required to make available at all times to patrons and to each participant in a self-exclusion scheme the name and contact details of a problem gambling counselling service made available by or through:

- AHA (NSW)
- ClubsNSW
- Betsafe or
- any problem gambling counselling service funded by the NSW Responsible Gambling Fund

Maximum penalty: 100 penalty units.

The venue must also display a notice, in any area where gaming machines are located, containing the following information:

- the name and contact details of the problem gambling counseling service;
- a statement advising patrons that a self-exclusion scheme is available;
- the name and contact details of the person or body who is able to assist patrons with becoming participants in a self-exclusion scheme conducted in the venue. (This does not need to be the name of an actual person, the position that person holds would be sufficient, e.g. a duty manager.)

Maximum penalty: 50 penalty units.

Minors

Did you know?



Recovery of certain money involving minors (Unlawful Gambling Act 1998, Sect 45)

If any money is stolen or misappropriated by a minor, and that money is subsequently spent by the minor for the purposes of gambling. The person from whom the money was stolen or misappropriated may, in any court of competent jurisdiction, recover the amount of the money so spent from the person to whom it was paid.

Legislation prohibits people under 18 from being involved in gambling activities. Minors are permitted to enter hotels and clubs only in certain circumstances. A breach of the legislation may incur a monetary penalty.

Management and staff of venues need to be diligent in respect of minors and their entry into licensed premises, especially areas such as gambling areas. Hotels and registered clubs have distinct areas within their premises, as approved by their licence or certificate of registration. These areas are:

In hotels

- bar areas where a minor is NOT permitted to enter, or remain at any time,
- minors authorisation areas where a minor is permitted, only in the company and immediate presence of a responsible adult.

In registered clubs

- bar or gaming machine areas where a minor is NOT permitted to enter, or remain at any time,
- non-restricted areas where a minor is permitted, only in the company and immediate presence of a responsible adult.

Hoteliers, secretary managers and registered clubs should note that they may be guilty of an offence in a hotel or registered club if:

- a minor enters a restricted/bar or gaming machine area; and
- the minor is not removed from the restricted/bar or gaming machine area.

These are two separate offences with a maximum penalty of 50 penalty units for each.

Note: As a defence to the above offence - minors are permitted to pass through a restricted/bar or gaming machine area, only to gain access to an area that the minor is permitted to enter. The minor must be in the company and immediate presence of a responsible adult, and only in the restricted/bar or gaming machine area for as long as necessary to pass through that area.

You have a right and a responsibility to ask for identification if you suspect that a person is under the age of 18 years.

Evidence of age

If you are in doubt as to a person's age, you must ask for evidence of age.

The Regulations prescribe that acceptable forms of identification are:

- current motor vehicle driver's or rider's licence, or permit issued by the RTA, or interstate or overseas equivalent;
- NSW Photo Card issued by the RTA;
- current passport issued by the Commonwealth or corresponding authority in another country; and
- current proof of age card issued by an interstate authority.

The above forms of evidence of age must contain a photograph and date of birth. Door and bar staff must be instructed to check the authenticity of the identification being offered and to examine it closely in proper light. If you suspect that the patron's card could be false, ask for secondary identification.

Another requirement is that you must display a notice on your premises indicating that it is an offence for a person under 18 to enter a bar area in a hotel, or a bar or poker machine area in a registered club (refer to statutory signs on page 50).

A person suspected of being a minor may be asked to provide evidence of age, by an authorised person (licensee, police, inspector, manager or employee of a hotel or registered club).

Any person who is reasonably suspected of being a minor must, when asked by an authorised person:

- state their full name and residential address; and
- produce documentary evidence that might reasonably be accepted as evidence of his or her age.

Refusal to comply with a request to provide this information could render the person liable to a penalty.

Maximum penalty: 10 penalty units

Checklist for evidence of age

When you accept one of the documents, referred to on page 49, as evidence of age, it is important to satisfy yourself that it is authentic. Remember – the final decision rests with you – if you are suspicious you should refuse access or purchase.

- **Check the photo** - Does it match the person?
- **Check the birth date** - Does it confirm the person is 18 years of age or older?
- **Check for any alterations** - Have any numbers been altered – particularly the last digit of the date of birth.
- **Check the hologram** - For NSW proof of age cards.

You should refuse admission to anyone you suspect of using false evidence of age.

It is a good idea for supervisors, security and door staff, to observe customers as they enter. This not only allows you to avoid trouble early, it prevents gaming and other personnel from having to be concerned about this matter. It also allows the venue to refuse entry to minors.

Statutory signage relating to minors

It is a legal requirement to display a range of signs on licensed premises and in registered clubs. The signs are designed to warn customers of the various Liquor and Registered Clubs Acts offences, and to ensure that minors are not in areas of licensed premises and registered clubs where they are not permitted by law.

One of the more common offences under the Liquor and Registered Clubs Acts continues to be the failure by hoteliers and club secretaries to display prescribed signs.

Signs provide important legal and public information. They alert licensees, secretaries of clubs, and staff to the requirements of the legislation. They also warn patrons of entry restrictions.

The proper placement of signs is also an indicator of a venue's commitment to the law.

Bar area sign – hotel and clubs



This sign, which must be obtained from the Office of Liquor, Gaming and Racing, must be displayed in each bar area of a hotel and registered club e.g. public bar or gaming room. This sign must be displayed where someone entering that part of the premises could reasonably be expected to quickly see it.

Note: Transitional arrangements allow for existing statutory signs for bar areas of a hotel or registered club to continue to be displayed until 30 June 2009.

Gaming Machine Areas - registered club

A sign that contains the following words must be displayed in each gaming machine area of a registered club where minors are not permitted.

**The Gaming Machines Act 2001
prohibits any person under the age of 18 years
being in this part of the club.**

A sign that contains the following words must be displayed with the guest register of a registered club. This sign does not replace the guest register sign, it is in addition to that sign.

**The Gaming Machines Act 2001 prohibits any member
permitting a person under the age of 18 years to be in a part
of the club defined under that Act as a gaming machine
area.**

An offence may be committed by the hotelier, club secretary and/or registered club for each prescribed sign that is missing.

Minors and responsibilities of staff

If you suspect that a person is a minor and upon request is unable to provide evidence of age, you must act as if they were a minor and remove them from the licensed premises.

If the minor is at the venue with a responsible adult, the adult should be located and advised that the minor is to remain in their immediate presence while at the venue, otherwise they may be asked to leave the premises.

Responsible adult

A responsible adult, in relation to a minor, means an adult who is:

- (a) a parent, step-parent or guardian of the minor, or
- (b) the minor's spouse or de facto partner, or
- (c) for the time being standing in as the parent of the minor.

Activity - Minors and evidence of age



List the key responsibilities for management and staff in relation to minors and evidence of age.

Staff

Management

Importance of patron awareness of assistance available to problem gamblers and their families

Providing patron assistance (including brochures, posters and signs about gambling assistance services for all patrons) is not only a requirement of the Gaming Machines Regulation 2002, but also provides information about:

- the commitment by the venue regarding responsible conduct of gambling activities;
- risks associated with gambling activities and potential consequences;
- increasing awareness of assistance available through counselling services.
- availability of help should they or someone they know be affected by gambling related problems, including counselling services including Gambling Help.

Providing information about counselling services is an integral method of minimising the harm associated with gambling.

Certainly problem gamblers might not act on the information that is provided immediately, but they will be aware that help is available if they decide they want to use these services later. The availability of this information is important for family members, friends and colleagues of problem gamblers who want to encourage someone they know to get help.

Venue staff

Staff working in gambling areas see a lot of people win, and lose money over and over again. Sometimes it's the lucky punter who walks past a machine, puts in \$1 and walks away with \$1,000. Other times staff see player/s put a lot of money into one machine with little wins, so during their break or end of shift they may have a flutter.

The practice of staff playing gaming machines does not reflect a good image for a venue. Rather it may encourage problem gambling behaviour from staff that could lead to them making mistakes because they are not concentrating on their job, absenteeism, and even possible theft and fraud.

Gambling operators should actively discourage employees from gambling before, during and after work. This demonstrates a professional approach and maintains the integrity of the venue.

Think about it, would a problem gambler approach a staff member, who gambles before and after work, for help!!

Concept of “Duty of Care”

Hoteliers and club managements need to ensure the following situations **DO NOT** occur:

- providing credit for any form of gambling;
- misrepresentation of credit card transactions, eg. that 'food and beverage' or 'accommodation' were purchased, but give the patron the cash for gambling;
- continuing to cash personal cheques, for patrons whose cheques have been dishonoured previously, and subsequently enter into an arrangement for the repayment of the cash amount advanced against the cheque;
- providing cash advances for personal or third party cheques, which are held as security by the venue until money advanced has been repaid;
- staff associated with gambling activities have **not** undertaken an approved Responsible Conduct of Gambling course;
- a request by a patron for help or assistance is ignored, or not handled correctly, by the venue.

ELEMENT 4

RESPONSIBLE CONDUCT OF GAMBLING STRATEGIES

Element 4:

Implement responsible conduct of gambling strategies

Assessment Criteria

- 4.1 Explain strategies available to implement responsible conduct of gambling e.g. house policies.
- 4.2 Explain strategies to help prevent underage gambling.
- 4.3 List the environmental factors to support responsible gambling strategies, including:
 - lighting,
 - clocks,
 - advertising of gambling counselling services in different languages,
 - the relationship between excessive drinking and gambling.
- 4.4 Explain how to implement a self-audit of responsible conduct of gambling practices.
- 4.5 State the procedure for dealing with problem gamblers and their families, including:
 - applying a self-exclusion scheme for problem gamblers,
 - the role of gaming staff in self-exclusion schemes.

Implement procedures for Responsible Conduct of Gambling

Hotels and registered clubs need to develop policies, procedures and strategies to comply with the legislation. Below is a set of procedures that incorporates both legislation and best practice:

- display approved player information brochures in your gaming area (and in different languages where feasible) advertising the telephone number of a problem gambling help service;
- ensure that all signs on gaming machines and ATMs have not been removed or defaced;
- place clocks in your gaming areas, and regularly check on their working condition;
- establish links with nearest problem gambling counselling services in your area and promote them, as well as Gambling Help within the venue;
- have counselling notices in other areas of hotels and registered clubs, as well as at the main entrance to venue;
- develop a cheque cashing policy and signage which informs patrons about the maximum amount for which cheques will be cashed, \$400 per person, per day;
- make sure staff are aware of the 'cash advance' prohibition in the Registered Clubs and Liquor Acts;
- do not offer inducements which may encourage patrons to gamble irresponsibly;
- prohibit staff, on or off duty, from gambling at the venue;
- promote a self-exclusion scheme within the venue.

These suggestions are by no means exhaustive, there may be other strategies that could be incorporated into policy of venues that are specific for the local area, and the needs of patrons.

It makes good business sense for a venue to have a responsible gambling house policy that makes patrons and staff aware of the ethical standards of the premises and what the venue stands for as a gambling provider. A responsible gambling house policy will provide the framework of how gambling is conducted on the premises. (See activity on next page.)

When considering the concept of responsible conduct of gambling, an employee is expected to be aware of the issue of problem gambling, and the services that are available, both within the venue and externally, to a person who may be affected by gambling.

If a problem gambler approaches an employee for assistance, the employee is expected to act immediately. Action could be by way of dealing with the patron, or by referring to a staff member equipped to handle the situation.

If the employee chooses to deal with the situation it is expected that information of the professional services available for support, and the self-exclusion policy of the venue, be given to the patron. This should be done in a private area, and in a non-judgmental manner.

Preventing underage gambling

Hotels and registered clubs must have policies, procedures and strategies in place to prevent underage gambling.

Measures which can be adopted by hotels and registered clubs to discourage gambling practices by minors, include:

- ensuring that minors cannot access gambling facilities;
- developing a checklist for staff, when checking evidence of age;
- ensuring a responsible adult accompanies all minors;
- ensuring that adults do not encourage gambling, by placing bets for minors;
- regularly 'patrol' gambling areas for minors who are unaccompanied;
- signage regarding acceptable evidence of age documents, and bar and gaming machine areas;
- approved player information brochures also displayed in family areas, so that adults might discuss this with minors at an early age, rather than waiting for a problem to develop.

As with the consumption of alcohol on licensed premises by minors, gambling by minors carries heavy penalties, for hoteliers, club secretaries and minors.

Environmental factors to support responsible gambling strategies

As well as signs, gaming machine notices, player information brochures, advertising of counselling services available in different languages, and advertising restrictions, the way in which the gambling areas are designed and set up can assist the venue and gamblers.

People participating in gambling activities easily lose track of time. Gambling providers can assist patrons by providing *reality checks*, such as clocks and location of cash dispensing facilities, to assist patrons to keep track of the time spent on gambling activities.

Quite often gambling areas are dimly lit, with gaming machines packed into every available space. The layout of the machines and the lighting used in these areas may make it easy for patrons to lose track of time. This is not only because of the characteristics of machine gaming, but also because they may be in a corner, where the lighting is always the same, and they cannot distinguish between day and night.

By the venue providing *reality checks* patrons will keep track of time. Patrons may get home at an appropriate time, which will limit their spending and assist in providing less friction with partners at home. This will provide fewer opportunities to blame the gambling provider, and enhance return visits by patrons.

Alcohol and gambling

Gambling activities are conducted in hotels and registered clubs where alcohol is available to patrons, as part of the services provided. Alcohol has long been regarded as a drug that affects a person's judgement. Therefore, it may impair a person's judgement about their gambling activities.

The consumption of alcohol together with gambling activities may lead to:

- social gamblers wagering more than they normally would;
- impaired judgement on when to stop, or not chasing their losses;
- excessive gambling risks;
- more distortion about the time spent on gambling; and
- anti-social behaviour due to excessive loss of money.

Gambling providers need to be aware of the implications of combining alcohol and gambling. It is an offence to offer any free or discounted liquor as an inducement to play the gaming machines (clause 48 Gaming Machines Regulation 2002), so gambling providers need to assess carefully the timing or even whether they should have discounted liquor promotions in their venues.

The adoption of best practice principles can lessen gambling and liquor abuses, and improve the impact of problem gambling and alcohol related problems, not only for the venue, but also for the community.

Self-exclusion schemes

Every club and hotelier **must** conduct a self-exclusion scheme to allow patrons to exclude themselves from nominated areas of a venue or from the entire venue.

Maximum penalty: 100 penalty units.

Minimum requirements for the conduct of a scheme by a hotel or registered club are that the scheme must make provision for:

- preventing the hotel or registered club from refusing a participant's request;
- the participant being required to give a written and signed undertaking that he or she will not gamble at the hotel or registered club for a period specified in the undertaking (such undertaking may be in a standard form as approved by the Director General);
- the participant being given an opportunity to seek independent legal or other professional advice at his or her own expense as to the meaning and effect of the undertaking before it is given;
- a participant, who enters a self exclusion scheme in a hotel or registered club, must be provided with written information outlining the name and contact details of a gambling-related counselling service;

- the hotel or registered club ensuring that responsible persons for the hotel or club can readily identify the participant whether by means of access to a recent photograph of the participant or otherwise;
- the hotel or registered club is:
 - to publicise the availability of the scheme and information as to how it operates to patrons of the licensed premises;
 - to make available, on request by any patron of the hotel or club, the standard self exclusion form (if any);
- preventing a participant from withdrawing from the scheme within 3 months after requesting participation in the scheme.

Participant means a person who has requested that he or she be prevented from entering or remaining on any area of a hotel or registered club that is nominated by the person.

Liability with respect to self-exclusion schemes

It is lawful for a responsible person for hotel or registered club, using no more force than is reasonable in the circumstances:

- to prevent a participant in a self-exclusion scheme from entering those parts of the premises used for gambling;
- to remove such a person from those parts of the premises or cause such a person to be removed from them;
- no civil or criminal liability is incurred by a responsible person for hotel or registered club for any act done or omitted in good faith and in accordance with this section to or in respect of a participant in a self-exclusion scheme conducted at the hotel or registered club.

A responsible person for hotel or registered club means the following:

- the licensee of the hotel, or secretary of the club;
- the manager of the hotel, or director of the club;
- an agent or employee of the hotel, or of the club; and
- any other person involved in the conduct of gambling activities at the premises.

Incident logs

Gambling providers should consider implementing incident logs as part of their gambling operations, similar to the responsible service of alcohol.

Management and staff should get into the practice of writing a brief report of any incidents that occur in the venue. Any gambling-related patron behaviour, and measures taken by the venue should be logged in this central record. This log then forms a communication tool for gambling personnel, especially at change of shift when the log should be checked for any incidents regarding gambling patron behaviour.

The incident log demonstrates that the venue has adopted and put into place measures to assist the patron, which could prove invaluable in the event of any problems at a later date.

How to deal with a request for self-exclusion

An approach by a patron cannot be ignored, as you have a legal obligation to act on the request by a patron for assistance. Remember, this is a big step for the patron to not only admit that there is a problem, but also to ask for information or even exclusion from the venue.

Staff are to act professionally on requests for help, dealing with the patron with empathy and sensitivity. If an employee is not able to handle the situation, the employee should immediately involve their supervisor.

The idea of self-exclusion from a venue is to make it harder for the patron to gamble, and give them a start on seeking help for their problem. For this reason it is important that self-exclusion requests can be processed whenever the venue is operating, rather than relying on key personnel in charge of that area being available.

Problem gamblers do not necessarily realise that they have a problem during office hours, and an approach may be made to a gambling provider at any time.

Patrons often become familiar with certain staff working at the venue, and because of their friendliness, they build up trust with those staff. Most often these staff may be the people that problem gamblers feel comfortable in approaching for help.

They may directly ask for help, or may even hint at a problem by expressing concern over recent losses or inability to pay bills because of their gambling.

The fact that someone has been gambling for long periods, or with what appears to be large amounts of money, does not mean that they have a problem. Staff should not approach a patron because of these reasons, but should act upon a request by the patron.

When approached by a patron staff should follow the guidelines for dealing with these requests set by the venue.

If patrons are not directly asking for help, but talking about their losses, staff might consider giving them a player information brochure when providing change, or leave a brochure near them at the bar. This action may provide a lifeline for these patrons, as they may have a problem, and the information provided could be the first step to seek help.

Policies and procedures to deal with customers wanting to enter a self-exclusion

Patrons seeking to enter a self-exclusion scheme may be in an emotional state, perhaps just realising the extent of their loss on the day.

It is important to remember that for a problem gambler to have reached the point of requesting a self-exclusion would have created mixed emotional feelings in the patron, which requires staff to be very sensitive when dealing with them.

They have asked for help. Accordingly, the procedure should be made as confidential as possible, because the patron may be feeling very anxious.

The procedure for self-exclusion should be designed so that it can be processed at any time

of the day at managerial, supervisory or designated staff member level, or whoever is responsible for handling exclusions.

Documentation for self-exclusion scheme

The documentation of all communication between the patron and venue provides a record of steps taken, which will be invaluable in the event of investigation or litigation.

As part of the legislation, if asked by a patron staff must be able to provide them with, at a minimum, information on professional counselling services. If a counsellor approaches management or staff, on behalf of a client, always note this in the incident log. It would be prudent to request the counsellor to provide written authority for future action. This information is confidential and should only be available to appropriate staff, who should be informed that this information should not be discussed with other patrons/staff.

Summarise your ideas on self-exclusion schemes



We have looked at the regulations for minimum requirements for self-exclusion.

Who benefits from self-exclusion schemes?

Dealing with “Third Party” requests for the exclusion of a customer

Problem gambling not only affects the gambler; it also harms their families and friends in many different ways.

There may be occasions where family or friends of the problem gambler may approach staff of the venue for help, or to have the gambler excluded from the premises.

These people may be very emotional (eg. angry, upset, distressed, or unreasonable) at this time, so it is important that they are treated sensitively.

Staff have a moral obligation not to ignore this request.

Staff should make the 'third party' aware that there are professional counselling services available, and supply them with information to contact these services, or assist them to contact these services from your venue (eg. Gambling Help)

Staff should make the third party aware of the availability of the venue's self-exclusion scheme, emphasising its confidentiality.

Problem gamblers are not always in a position to help themselves, rather they need help from others (family and friends) and/or professional counselling services. If they do not get this help, they are usually stopped from gambling because of illegal activities and intervention by the police.

Advise the third party that self-exclusion can only commence when the problem gambler approaches the venue and agrees, in writing, to enter voluntarily into this scheme.

Staff should make an entry, for each event, in an incident log. This will demonstrate that ALL reasonable steps were taken to assist the problem gambler, or the third party. This information will be important if problems arise later.

SAMPLE

SELF-EXCLUSION SCHEME CHECKLIST

- Self-exclusion scheme explained to patron Signed _____
- Request For Self-Exclusion form filled out Signed _____
- Patron informed he or she may, if they wish, obtain legal/professional advice Signed _____
- Counselling information including name and contact details of counselling service provided Signed _____
- Photographs provided or taken Signed _____
- Copy of Request For Self-Exclusion to patron Signed _____
- Request For Self-Exclusion filed Signed _____
- Gambler Assistance Request form copy filed Signed _____
- Self-Exclusion Register forms completed (including attachment of photo) Signed _____
- Self-Exclusion register forms filed in register Signed _____
- Advice to designated staff regarding self exclusion Signed _____
- Checklist filed Signed _____
- ALL documents filed in register Signed _____

Note: If the venue has a mailing/marketing list, then the patron's name should be deleted from the list for the period of their exclusion.

Signed _____ Date _____

ELEMENT 5

THE BENEFITS OF

IMPLEMENTING RESPONSIBLE

CONDUCT OF GAMBLING

PRACTICES

Element 5:

List the benefits of implementing responsible conduct of gambling practices

Assessment Criteria

List the benefits of implementing responsible conduct of gambling practices, including:

- reduced problem gambling,
- reduced litigation by problem gamblers and their families,
- less government intervention (police, gaming authorities),
- reduced legal costs,
- satisfied, and more informed, staff and patrons,
- reduced community complaints about the operation of the premises,
- improved image of venue/premises/gambling industry as a whole,
- gambler's welfare.

Benefits of implementing responsible gambling policies

Overview

Hotels and clubs provide a valuable service to the community, a place to meet casually, to build networks, or a place simply to relax and forget the worries of the day. Since the introduction of gaming machines, there has been a significant financial and social benefit. However, this form of entertainment has adversely affected a percentage of society.

Hoteliers and club managements have both a legal and moral obligation to their patrons. As well as providing a place for relaxation, they have a responsibility to provide safe and enjoyable environments.

By ensuring that persons working in the gaming industry are aware of the issues of irresponsible gambling and gambling abuses, the industry would be furthering the development of caring, responsible venues, which are more attractive to the community and a happier and healthier place to work.

The responsible gambling laws recognise the balance between the vast majority of those in the community who participate in gambling as an enjoyable activity, and for those to whom gambling causes significant problems.

These very real benefits will impact the gambling industry by providing assistance to gamblers with problems through informed staff and gambling providers, providing a positive impact on the gambling industry.

Commitment to “Responsible Conduct of Gambling” as part of their business

The issues of problem gambling and the responsible conduct of gambling generally continue to be very significant ones in the community.

The responsibilities of problem gambling lies with everyone taking a role, and the role that the community can take is one of being knowledgeable as to the problem gambling issue, and to support local services that are available.

Responsible conduct of gambling appears to be an area widely discussed by both politicians and media, since the Productivity Commission Report into Australia’s Gambling Industries.

Registered clubs and hotels practise responsible conduct of gambling because it is good for business. They should not want to be seen as preying on the problems of some, merely for profit. Registered clubs and hotels all provide community services to assist a broad need, not just gambling activities.

When implemented properly, responsible gambling practices will enhance a gambling providers profile, image and profitability.

Business will improve for the following reasons:

- a better reputation for registered clubs and hotels;
- greater customer satisfaction;
- potential legal problems will be eliminated;

- less police interference;
- return on training investment because the community and staff will appreciate the effort to assist potential problem gambling;
- life will be easier due to less stress.

Responsible gambling house policy and procedures provide a framework to continue to provide these activities and assist the 1% to 3% of gamblers with problems.

You are a responsible provider of gambling activities and that is good for business.

Reporting gambling conduct in venues

Most NSW hotels and registered clubs are diligent about complying with the responsible gambling laws. However, as an employee of a hotel or registered club, you may become aware of potentially irresponsible or illegal activities in relation to the venue's gaming machine operations.

The NSW Office of Liquor, Gaming and Racing views these matters seriously. If you come across apparent illegal or irresponsible practices in your workplace, the OLGR website has an on-line complaints form that enables these matters to be investigated. The form can be accessed at http://www.olgr.nsw.gov.au/website_complaints_form.asp

While you do not need to disclose your identity, doing so assists inspectors to get as much information as possible to pursue the matter and enable you to be informed of the outcome of the investigation.

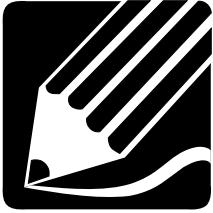
Alternatively, you can contact the Office of Liquor, Gaming and Racing on 02 9995 0837 or email info@olgr.nsw.gov.au

All enquiries and complaints are treated in confidence.

Activity – Benefits of implementing responsible gambling practices

Think about what you have covered so far in this course. Every issue discussed is linked to achieving best practices and strategies to assist all stakeholders in the provision of responsible gambling activities.

Participants can complete this activity individually or in small groups.



Under the headings provided, write down what you feel will be the benefits to that group.

Hotel or registered club

Venue staff

Benefits of implementing responsible gambling practices (continued)

Gambling regulatory authorities

Police

Community

Gambling industry

APPENDICES

Minors in hotels and registered clubs

PREMISES	AREAS PERMITTED	SUPERVISION	OTHER RESTRICTIONS
Hotels	1. Minors authorisation area (eg. Bistro) 2. Bottleshop accommodation, and other areas for guests 3. Bar areas (eg. public bar, gaming room)	1. Must be in the company of a responsible adult 2. No restrictions 3. General prohibition applies	1. Nil 2. Nil 3. Can only walk through (without stopping) to access an authorised area in the presence of a responsible adult
Registered Clubs	1. Dining and non restricted areas and (eg. Sporting facilities, retail outlets) 2. Section 23 functions 3. Bar and Gaming Machine areas	1. No restrictions on presence of junior members. Other minors must be admitted as a guest of an ordinary member or a temporary member 2. Alcohol free functions for minors must be supervised by a minimum number of adults 3. Must be in the immediate presence of a responsible adult	1. Guests of an ordinary member must remain in their reasonable company. Minors can only be admitted as a guest of a temporary member if the temporary member is a responsible adult in relation to the minor 2. A functions authority is subject to conditions relating to the safe and orderly conduct of the minors functions 3. Can only walk through (without stopping) to access a non restricted area in the presence of a responsible adult

Websites of interest

Australian Bureau of Statistics

<http://www.abs.gov.au/>

Australian Legal Information Institute (Austlii)

<http://www.austlii.edu.au>

Office of Liquor, Gaming and Racing home page

<http://www.olgr.nsw.gov.au>

Productivity Commission "Australia's Gambling Industries" Final Report

<http://www.pc.gov.au/inquiry/gambling/finalreport/index.html>

Gambling Research Australia

www.gamblingresearch.org.au