

SITHGAM022

Provide Responsible Gambling Services

Learner Guide Instructions

Who is this document for?

The learner.

What is in this document?

- Course information that matches the PowerPoint presentation.
- Review questions.
- Practical assessment instructions for learners.

What do you need to do before you use it for the first time?

1. Rebrand the document.
2. Review the document as part of your validation process.
3. Set the reading and test time limits that are highlighted in pink at the end of the document.

See the 'Read Me First' document for a complete set of instructions on how to use these resources.



LEARNER GUIDE

SITHGAM022 Provide Responsible Gambling Services

Learner Name:	
Learner ID:	
Learner Contact Number:	
Learner Email Address:	
Date Training Commenced:	

This Book Contains:

- Course Information.
- Review Questions.
- Practical Assessment overview and instructions.

Table of Contents

1.1 Introduction	4
1.1.1 What is Gambling?	4
1.1.2 Gambling Service Personnel	5
1.1.3 Public Interest Reasons for Responsible Gambling	5
Review Questions	6
1.2 Follow Responsible Gambling Procedures	7
1.2.1 State and Territory Gambling Legislation	8
1.2.2 Codes of Conduct	8
1.2.3 Organisational Processes	9
Dealing with Disputes or Complaints	9
Refusal of Credit	10
Under-Age Gambling	10
Review Questions	10
1.3 Communicate with Personnel on Gambling Related Incidents	12
1.3.1 Maintaining Confidentiality and Privacy	13
Review Questions	13
1.4 Maintain Accurate Records of Gambling Related Incidents	14
Review Questions	16
1.5 Provide a Responsible Gambling Environment	16
1.5.1 Gambling Signage and Information	17
1.5.1.1 Objectives of Warning Messages	18
1.5.1.2 Posters and Signage	18
1.5.1.3 Advertising	19
1.5.2 Cash Facilities	19
1.5.3 Passage of Time	20
Review Questions	20
2.1 Provide Information and Assistance to Customers about Problem Gambling	22
2.1.1 Indications of Problem Gambling	22
2.1.2 Principles of Harm Minimisation	23
2.1.3 Provide Information to Problem Gamblers	24
Review Questions	24
2.2 Follow Exclusion and Self-Exclusion Procedures	25
Self-Exclusion	25
Venue Exclusion	26
Third-Party Exclusion	26
2.2.1 General Exclusion Procedures	26
2.2.2 Features of Self-Exclusion Agreements	26
2.2.2.1 The Self-Exclusion Process	27
2.2.3 Procedure for Dealing with a Breach of Exclusion Policy	27
Review Questions	28
2.3 Provide Information about Gambling Support Services	29
Review Questions	30
Practical Assessment Instructions	31
Conditions of Assessment	31
Personal Protective Equipment (PPE) Requirements	31
Grounds for Stopping the Assessment	31
Achieving a Satisfactory Outcome	31
Practical Assessments	32

1.1 Introduction

These materials are based on the national unit of competency **SITHGAM022 Provide Responsible Gambling Services**.

You will learn about:

- ◆ Implementing responsible gambling practices.
- ◆ Providing information and assistance to customers about problem gambling.



1.1.1 What is Gambling?

Gambling is defined as the staking of money on uncertain events driven by chance.

Gambling may include:

- ◆ Wagering on racing and sport events, including:
 - ◆ TAB activities.
 - ◆ Calcutta's and sweepstakes.
- ◆ Gaming, including:
 - ◆ Poker machines.
 - ◆ Electronic gaming machines.
 - ◆ Linked progressive jackpot systems.
 - ◆ Keno and lottery games.
 - ◆ Bingo.
 - ◆ Table games.
 - ◆ Miscellaneous games of chance.
 - ◆ Lucky envelopes.
 - ◆ Multi-terminal gaming machines (MTGMs).



Responsible gambling services must be provided wherever gambling activities are undertaken. In the hospitality industry, the gambling environment is usually referred to as the gaming area and is provided in a range of venues such as hotels, motels, clubs, pubs and casinos.

1.1.2 Gambling Service Personnel

If you are employed within the gambling industry, the completion of the Responsible Service of Gambling (RSG) certificate is a legal requirement.

The following table outlines the training requirements by state/territory:

State/Territory	Initial Training Requirement	Refresher Training
Western Australia	Within 3 months	None
Northern Territory	Within 3 months	Every year if venue has EGMs, otherwise every 2 years
South Australia	Within 3 months	Every 2 years
Queensland	Within 3 months	None
New South Wales	Before starting	Every 5 years
Australian Capital Territory	Before starting	Every 3 years
Victoria	Within 6 months	Every 3 years
Tasmania	Within 3 months	Every 5 years

The requirements apply equally to licensees, gambling supervisors, gambling managers and frontline operational gambling personnel when they are involved in operational gambling activities.

Operational job roles include:

- ◆ Table game attendant.
- ◆ Gaming attendant.
- ◆ Croupier.
- ◆ Multi-skilled food and beverage attendant.



1.1.3 Public Interest Reasons for Responsible Gambling

Problem gambling is a real issue. Up to 500,000 Australians are at risk of becoming, or are, problem gamblers. The actions of each of these gamblers have a broader negative impact on at least 5 other people, including friends, family and employers, creating a much larger social issue.

It is important for the community that responsible gambling practices are implemented to reduce the negative impacts of problem gambling.



Some of the impacts of problem gambling include:

- ◆ Higher divorce rate.
- ◆ Increased likelihood of alcohol problems.
- ◆ More likely to be daily smokers.
- ◆ Children of problem gamblers are more likely to themselves become problem gamblers.
- ◆ Economic cost.

Problem gambling also has an economic cost to the community, estimated to be at least \$4.7 billion dollars a year.

At present, only about 15% of problem gamblers seek help. Responsible gambling practices aim to increase this number, while also reducing the number of problem gamblers.



Review Questions

1.	What four (4) groups of people do Responsible Service of Gambling requirements apply to?	<input type="checkbox"/>
1.		
2.		
3.		
4.		

2.	What are three (3) impacts of problem gambling?	<input type="checkbox"/>
1.		
2.		
3.		

1.2 Follow Responsible Gambling Procedures



The notion of 'responsible gambling' is a variable and dynamic concept. It is now included in legislation and industry codes of practice – so what is responsible gambling?

It is the provision of gambling services in a way that seeks to minimise the harm to gamblers and the community associated with gambling.

Therefore, responsible gambling is a preventative strategy that minimises harm and maximises benefits to the community.

Responsible gambling service procedures may relate to:

- ◆ Posting of signage in appropriate locations.
- ◆ Provision of gambling-related information, brochures and signage.
- ◆ Self-exclusion and exclusion procedures.
- ◆ Provision of appropriate environmental features.
- ◆ Responsible practices, such as offering a cooling off period or payment of large sums by cheque.



As a worker within the gambling industry you should be aware of all relevant legislation and codes of conduct relating to your role and responsibilities.

Non-compliance with responsible service of gambling is a serious matter. Enforcement agencies will usually take an education approach to begin with to help venues to develop a plan to comply with gambling laws and regulations.

If there is serious non-compliance issues, or if education isn't working, the agencies have the authority to:

- Issue warnings.
- Issue infringement notices (fines).
- Recommend disciplinary action.
- Prosecute licensees.

Employees who fail to comply with responsible service of gambling can also face disciplinary action including being fired.

1.2.1 State and Territory Gambling Legislation

Gambling policy in Australia has traditionally been the responsibility of the States rather than the Commonwealth.

State and territory governments regulate and provide gambling services, and rely heavily on the revenue that comes from gambling.

Each state or territory has their own individual legislative body that controls and regulates the gambling industry such as:

State/Territory	Body	Website
Western Australia	Department of Local Government, Sport, and Cultural Industries	https://www.dlgsc.wa.gov.au/racing-gaming-and-liquor
Northern Territory	Northern Territory Business and Industry	https://nt.gov.au/industry/gambling
South Australia	Consumer and Business Services	http://www.cbs.sa.gov.au/liquor-and-gambling-licenses
Queensland	Office of Liquor and Gaming Regulation	http://www.justice.qld.gov.au/corporate/about-us/business-areas/liquor-gaming
	The Business and Industry Portal	https://www.business.qld.gov.au/industry//liquor-gaming/gaming
New South Wales	Liquor and Gaming NSW	https://www.liquorandgaming.nsw.gov.au/
Australia Capital Territory	The ACT Racing and Gambling Commission	www.gamblingandracing.act.gov.au
Victoria	Victorian Gambling and Casino Control Commission	https://www.vgccc.vic.gov.au/
Tasmania	Tasmanian Liquor and Gaming Commission	https://www.treasury.tas.gov.au/liquor-and-gaming

Copies of the legislation relevant to your state or territory may be found within your work place, with your supervisor or by searching the internet for the relevant policy.

1.2.2 Codes of Conduct

An approved Code of Conduct is designed to give gambling providers a minimum set of standards they must meet when offering gambling products.

All venues are required to have an approved Code in line with the state/territory legislation.

The codes of conduct recognise that some people require information and assistance in relation to problem gambling.

Code of conduct provisions establish a consistent approach that ensures a specified minimum level of consumer information must be available at the gamblers' request.

They also establish a framework for commercial licence holders to offer additional assistance for those gamblers who have identified as problem gamblers.

Codes of conduct enhance gambling providers' awareness of the importance of providing adequate and accurate information to gamblers about gambling products, the gambling environment and the importance of gambling responsibly.

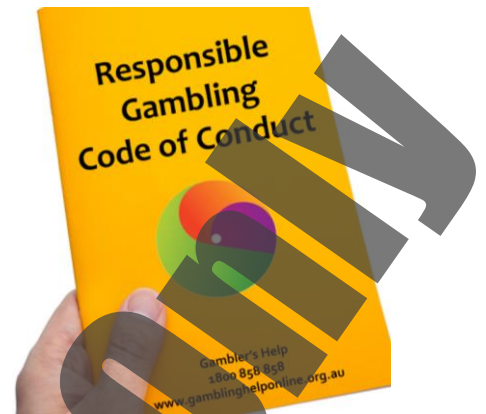


Codes must reflect 'at a minimum' the mandated requirements and standards set out in the relevant state or territory Ministerial Directions.

A gambling venue's code of conduct must be made available in written form, including in major community languages, to gamblers upon request.

It should also be available on the internet if the venue advertises on the internet.

A sign advising gamblers of this must be displayed at the gaming room entrance or the cashier's station in the gaming room.



1.2.3 Organisational Processes

In addition to an approved Code of Conduct, venues will need to have organisational processes that address appropriate responses to gambling related situations.

The processes should include how to handle:

- A customer's request for self-exclusion or assistance.
- A customer's request for counselling services.
- Venue exclusion of self-identified problem gamblers.
- Dealing with disputes or complaints.
- Refusal of credit.
- Under-age gambling.

Exclusion and counselling processes are addressed in Section 2 of these training materials.

Dealing with Disputes or Complaints

Gambling environments can lead to customer disputes or complaints. If you are having a problem with a customer you should follow organisational processes, which may include referring the matter to the Responsible Gambling Person, your supervisor or manager or security staff.

Never try to handle a dispute or complaint that is outside of your work role duties.



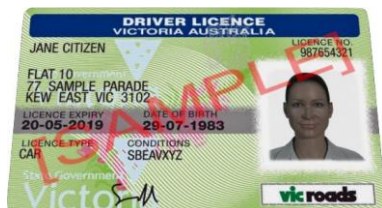
Refusal of Credit

Gamblers should not be provided with credit by the venue or from staff personally.

A gambler asking for credit is a sign that they may have a gambling problem. You should follow appropriate procedures which may include referring them to the Responsible Gambling Person.



Under-Age Gambling



In Australia it is prohibited for a person under the age of 18 years to participate in gambling activities.

A typical process for dealing with underage gambling involves asking the person to produce photographic identification to prove they are not under 18 years of age. If a person is not able to provide such evidence they should politely be asked to leave.

Review Questions

3.	What are four (4) things enforcement agencies can do when a venue is non-compliant with responsible service of gambling?	<input type="checkbox"/>
<p>1.</p> <p>2.</p> <p>3.</p> <p>4.</p>		

4.

When should a venue's code of conduct be made available?

5.

What should you do when dealing with a customer dispute or complaint?

6.

What can a gambler asking for credit be a sign of?

7.

Who is prohibited from gambling in Australia?

1.3 Communicate with Personnel on Gambling Related Incidents



All gambling venues must have a nominated Responsible Gambling Person, usually referred to as the Community Liaison Officer, Responsible Gambling Coordinator or other relevant nominated senior manager of the venue.

This person, or a person nominated to take on the role, must always be available when the venue is open. For example the Venue Manager may be the Responsible Gambling Person, however the duty manager or supervisor may take on the role during their shift when the Venue Manager is not at work.

A person who approaches a staff member for information about problem gambling services, or shows signs of having a problem with their gambling, may be directed to the Responsible Gambling Person for help.

A gambler displaying signs of distress or unacceptable behaviour may be approached by a staff member who can offer assistance. This assistance may take the form of:

- ◆ Staff interacting with the gambler and encouraging them to take a break from the gambling activity or gaming machine.
- ◆ Staff offering the gambler some refreshments (e.g. cup of tea or coffee) in a quieter, more private part of the gambling venue.



A gambling venue worker should alert the Responsible Gambling Person if they observe a member of the public at the venue doing any of the following:

Displaying signs of distress or unacceptable behaviour.

Avoiding contact while gambling and being non-communicative and unaware of surroundings.

Acting aggressively or in an overtly anti-social or emotional manner, including physically attacking gaming machines or crying after losing money.

Gambling every day over an extended period of time and having difficulty leaving at closing times.

Gambling for excessively long periods of time without a break.

Requesting to borrow money from workers.

1.3.1 Maintaining Confidentiality and Privacy

Customers have the right to confidentiality and privacy.

Prize winners have the right to request that they not be identified and all customers have the right to request they be removed from marketing lists and membership-based programs.

Venues are also responsible for making sure that there is no unauthorised or inappropriate disclosure of customers' personal information.

Finally, when dealing with problem gamblers, all staff must make every effort to respect and uphold the privacy and confidentiality of the customer. Discussions should be held in a private area of the venue away from other customers or patrons and only those staff members necessary for providing the customer with appropriate information and assistance should be present.



Review Questions

8.	What are four (4) things that you might observe a member of the public doing that you should alert the Responsible Gambling Person about?	<input type="checkbox"/>
<p>1.</p> <p>2.</p> <p>3.</p> <p>4.</p>		

9.

What do all prize winners have the right to request?



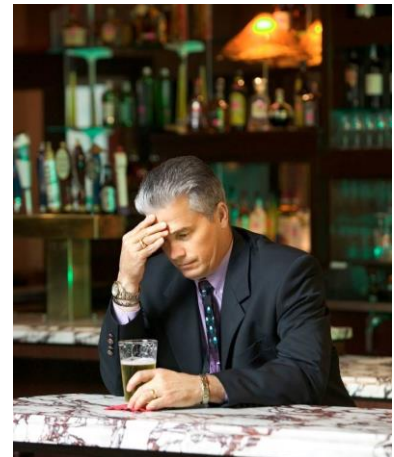
1.4 Maintain Accurate Records of Gambling Related Incidents

A gaming venue licence holder must keep a record of gambling related instances.

These records are usually kept on a computer using appropriate software. You must be familiar with the record keeping system at your workplace.

Gambling related incidents include, but are not limited to:

- ◆ Requests for exclusion or assistance.
- ◆ Under-age gambling.
- ◆ Refusal of credit.
- ◆ Disputes or complaints.
- ◆ Involvement of families and friends.
- ◆ Impact of alcohol.
- ◆ Attempts to breach exclusion.



Legislation may change between states or territories therefore as a worker of a gaming venue you should check with your employer's code of conduct to ensure you are aware of the incidents that are required to be recorded.

Examples of incidents may include the following situations:

- ◆ Persons identified as potentially showing signs of having a gambling problem, and how this was addressed.
- ◆ People listed as self-excluded under a Self-Exclusion Policy (SEP). This requirement could be met by keeping a list of names of self-excluded persons, with photographs, in a secure area.
- ◆ Persons entering the premises who are listed as self-excluded under an approved SEP.
- ◆ All incidents of relevance to the operation and enforcement of the Code and SEP, documented in an incident register (kept separately from the Code and SEP, or as two sections in the one folder).
- ◆ Complaints made about the Code, including details of which part of the Code the complaint relates to.
- ◆ Any complaint about a problem gambling incident, including copies of correspondence to the parties making the complaint, and details of what action, if any, was taken.
- ◆ The relevant RSG training course certificate for each gambling industry worker who is required to complete this training as a mandatory requirement and for any other workers.
- ◆ Any in-house policies and procedures relating to responsible gambling.
- ◆ Any interactions with the local problem gambling support service, including copies of correspondence.
- ◆ Any other documentation supporting the Codes and SEPs.

These records are usually under the control of the Responsible Gambling Person.



Self-Exclusion Agreement

This contract of exclusion is entered into between _____ (hereinafter referred to as "Client") and _____ (hereinafter referred to as "Responsible Gambling Person") under the terms and conditions of exclusion set out below.

1. Commencement of Agreement: Effective from _____
 I want to be self-excluded
 I want to be self-excluded for a period of _____

2. Exclusion Period: No Yes _____

3. Position and Nature of Employment: _____

4. Place of Exclusion: _____

5. Hours: Fixed at _____
 Variable _____

6. Other: _____

The Client and the Responsible Gambling Person acknowledge that they understand the terms and conditions of this contract for future reference.

Signature of Client: _____ Signature of Responsible Gambling Person: _____

Name in full: _____ Name in full: _____
Address: _____ Address: _____
City: _____ City: _____



Review Questions

10.

- a) List four (4) possible gambling related incidents.
b) What should you check to ensure that you are aware of the incidents that are required to be recorded?



- a)
- 1.
 - 2.
 - 3.
 - 4.
- b)

1.5 Provide a Responsible Gambling Environment

Beyond the actual design of games and machines, the design and operation of the gambling venue environment can also affect problem gambling.

Within venues, the separation of gambling areas from restaurants and bars can be important.

The financial transactions policies adopted by venues (e.g. their readiness to cash cheques or not) can also impact on problem gambling.

Promotions and advertising can contribute to false perceptions, therefore gambling venue regulations stipulate that a gambling environment must feature support for responsible gambling policies.

