

Presentation Instructions

Who is this presentation for?

The trainer and learners.

What is in this Presentation?

- Course information that matches the Learner Guide content.
- Review questions and model answers.
- Slides contain summarised content, with full notes and information for the trainer, visible when the slide show is shown in "Presenter View" (see instructions on next slide).
- Use this presentation to support and reinforce the training information from the Learner Guide.

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

1. Rebrand the presentation.
2. Review the presentation as part of your validation process.

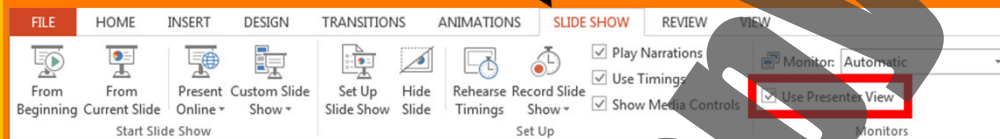
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Instructions for Viewing in Presenter View

NOTE: This view is only applicable when the computer is connected to a second screen or a data projector.

Once the second screen/projector is connected make sure that the "Use Presenter View" box is ticked.

This is found in the "SLIDE SHOW" tab as shown below.



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STHGAM022
**PROVIDE RESPONSIBLE
GAMBLING SERVICES**



**TRAINING
PRESENTATION**

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Training Presentation Sections

Click on a box to go to that section.



Section 1:
Follow Responsible
Gambling Procedures



Section 2:
Assist Problem
Gamblers

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Section 1:
Follow Responsible Gambling
Procedures



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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.



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1.1.1 What is Gambling?

Gambling is defined as the staking of money on uncertain events driven by chance, including:

- ◆ Wagering.
- ◆ Gaming.

Responsible gambling services must be provided wherever gambling activities are undertaken.

The gambling environment is usually referred to as the gaming area and is provided in a range of venues.



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.

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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.



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1.1.2 Gambling Service Personnel

State/ Territory	Initial Requirement	Refresher Training
WA	Within 3 months	None
Northern Territory	Within 3 months	Every year if venue has EGMs, otherwise every 2 years
SA	Within 3 months	Every 2 years
Queensland	Within 3 months	None
NSW	Before starting	Every 5 years
ACT	Before starting	Every 3 years
Victoria	Within 6 months	Every 3 years
Tasmania	Within 3 months	Every 5 years

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

State/Territory & Initial Training Requirement & Refresher Training

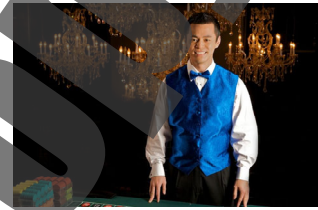
- ◆ **Western Australia** - Within 3 months – None.
- ◆ **Northern Territory** - Within 3 months - Every year if venue has EGMs, otherwise every 2 years.
- ◆ **South Australia** - Within 3 months - Every 2 years.
- ◆ **Queensland** - Within 3 months – None.
- ◆ **New South Wales** - Before starting - 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.

1.1.2 Gambling Service Personnel

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.



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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, creating a much larger social issue.

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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.

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1.1.3 Public Interest Reasons for Responsible 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.



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Problem gambling also as an economic cost to the community.

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.



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Section 1 Review Questions

1. What four (4) groups of people do Responsible Service of Gambling requirements apply to?



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1. What four (4) groups of people do Responsible Service of Gambling requirements apply to?

- ◆ Licensees.
- ◆ Gambling supervisors.
- ◆ Gambling managers.
- ◆ Frontline operational gambling personnel.



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Section 1 Review Questions

2. What are three (3) impacts of problem gambling?



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- ◆ Economic cost.



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1.2 Follow Responsible Gambling Procedures

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



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.

1.2 Follow Responsible Gambling Procedures

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.



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- ◆ 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.

1.2 Follow Responsible Gambling Procedures

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 RSG is a serious matter. Enforcement agencies will usually take an education approach to help venues comply with gambling laws and regulations.



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.

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