

# Queensland responsible gambling Resource manual

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# Clubs

Developed by Clubs Queensland and the Department of Justice and Attorney-General

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## Practice 1

# Provision of information

## Overview

The club will make available, through signage and upon request, a range of responsible gambling information that is accurate and meaningful so that patrons are able to make informed decisions about their gambling. The *Queensland responsible gambling Code of Practice* (Code of Practice) stipulates the following responsible gambling provisions relating to provision of information:

- *Potential risks* (**Practice 1.1**)
- *Available on request* (**Practice 1.2**)
- *Odds of winning major prizes* (**Practice 1.3**)
- *Predominant cultural groups* (**Practice 1.4**).

The following resources support the provision of information:

- *Responsible gambling (house) policy* (**Example 1.2A**)
- *Player information guide* (**Example 1.3A**)
- *Examples of acceptable/unacceptable actions*
- *Best practice and beyond*
- *Gambling help information* (p. 34 of this Resource manual).

## 1.1 Potential risks

*Information about the potential risks associated with gambling and where to get help for problem gambling is prominently displayed in all gambling areas and near cash out facilities which service gambling areas.*

### Compliance actions

Use the current responsible gambling signage, e.g. poster, takeaway card, drink coaster and LCD screen image. Current signage includes:



Prominently display the responsible gambling signage in all gambling areas and near cash out facilities which service gambling areas. ‘Prominently display’ means that the signage must be clearly visible to patrons. To download copies of the signage please visit [www.business.qld.gov.au/liquor-gaming](http://www.business.qld.gov.au/liquor-gaming)

## 1.2 Available on request

*Information is displayed in a prominent location to alert patrons that the following information is available on request:*

- *the gambling provider’s Responsible gambling policy document including policies for addressing problem gambling issues relevant to the local community*
- *the nature of games, game rules, odds or returns to players*
- *exclusion provisions*
- *gambling-related complaint handling procedures*
- *key elements of the gambling provider’s financial transaction practices.*

### Compliance actions

Use the Information display board which includes the above gambling-related information, as well as the *Responsible gambling (house) policy* (**Example 1.2A**) that is available upon request from the club.

Put the Information display board in a prominent location near or within the gaming area. ‘Prominent location’ means that it is an area that is actively accessed by patrons, e.g. entrance to the gaming area. For a copy of the Information display board or for further information about where gambling signage should be displayed visit [www.business.qld.gov.au/liquor-gaming](http://www.business.qld.gov.au/liquor-gaming)

## Example 1.2A Responsible gambling (house) policy

### Policy objective

The club will foster a culture of responsible gambling by creating an environment where gambling is fun and harm is minimised.

### Responsible gambling strategies

#### 1. Provision of information

The club will make available, through signage and upon request, a range of responsible gambling information.

#### 2. Interaction with patrons and community

The club will liaise actively with gambling-related support services, build support networks, and better understand and respond to issues that affect problem gamblers.

#### 3. Exclusion provisions

The club will implement exclusion provisions (self-exclusion and venue-initiated exclusion) and provide appropriate support to patrons seeking exclusion from the gaming area or the whole club.

#### 4. Physical environment

The club will manage the gaming area so that gaming services are provided in a responsible manner to patrons.

#### 5. Financial transactions

The club will ensure cash out facilities and financial transactions adhere to the required legislative and best practice standards.

#### 6. Advertising and promotions

The club will ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, engage patrons in a responsible manner and on balance, encourage responsible gambling.

### Further information

This policy is made under the *Queensland responsible gambling Code of Practice*. For more information, please contact a member of staff.

## 1.3 Odds of winning major prizes

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

### Compliance actions

Use the *Player information guide* (Example 1.3A). The *Player information guide* must present the odds of winning major prizes succinctly, accurately and in a user-friendly format.

Prominently display the *Player information guide* in all gambling areas and in proximity to relevant games. ‘Prominently display’ means that the signage must be clearly visible to patrons. Further information about where gambling signage should be displayed can be found on

[www.business.qld.gov.au/liquor-gaming](http://www.business.qld.gov.au/liquor-gaming)

## Example 1.3A Player information guide

### Purpose of the guide

The purpose of the *Player information guide* is to assist you to make informed decisions on your gambling at the club.

### Gaming products

The gaming products at the club are regulated by the government to ensure they meet strict standards. These standards cannot be changed or altered without government approval.

### Odds of winning

There are different odds of winning for different gaming products as follows:

- Odds of winning top prize on a poker machine (playing maximum lines)—up to 1 in 7,000,000
- Odds of winning the 10 number jackpot on Keno (1 game)—1 in 8,911,711
- Odds of winning on wagering through TAB are displayed on monitors for each particular race.

### Gamble responsibly

Gambling is fun as long as it is responsible and you are in control. Only you can decide how much time and money you want to spend on gambling at the club. You should spend only what you can afford to lose. Take a break from your gaming machine from time to time.

Gaming machines and games are products of chance and randomness and there is no guarantee that you will achieve the winning outcomes any of the time.

While gaming machines are programmed to return between 85—92 per cent to the player, the player return rate is not an outcome of a single game but an average of many games on that machine over a period of time.

You cannot ‘confuse’ or ‘trick’ gaming machines to produce winning outcomes by playing at certain times of the day, touching the machine in a certain way, changing the speed of play or changing bet levels.

### **Help is available**

If you, or someone you know, gambles with more money than they can afford to lose, chases losses, misses work to gamble, are secretive about gambling habits, feel depressed or have other signs, help is available. For more information, please contact a staff member or call the Gambling Helpline on **1800 858 858**.

## **1.4 Predominant cultural groups**

*Gambling providers are to provide information and materials suitable for predominant cultural groups in their local community.*

### **Compliance actions**

Provide an information sheet in a language, other than English, if required by the demographic makeup of the club patronage. Ensure that responsible gambling messages contained in the information sheet are culturally-appropriate.

If applicable, include a note in the English language version of the information sheet that similar information is also available in other languages.

Where suitable information and materials are not available, provide non-English speaking patrons with the contact details for a translating service, e.g. Translating and Interpreting Service (TIS) National—**131 450** or [www.tisnational.gov.au](http://www.tisnational.gov.au)

## **Examples of acceptable/unacceptable actions**

### **Acceptable**

Referring patrons to the club’s *Responsible gambling (house) policy (Example 1.2A)* to support responsible gambling decisions.

Informing patrons that responsible gambling information and brochures are available in a variety of formats and in different languages, where appropriate.

### **Unacceptable**

Placing responsible gambling information in hard to reach areas or covering responsible gambling signage with other notices.

Refusing to provide responsible gambling information to patrons upon request.

## **Best practice and beyond**

Display brochures developed by local Gambling Help services.

Post responsible gambling information on the club’s website.

Create awareness of the myths about gambling.

Use a variety of formats to present responsible gambling information.

## Practice 2

# Interaction with customers and community

## Overview

The club will liaise actively with gambling-related support services, build support networks, and better understand and respond to issues that affect problem gamblers.

The Code of Practice stipulates the following responsible gambling provisions relating to interaction with customers and community:

- *Community liaison (Practice 2.1)*
- *Customer liaison role (Practice 2.2)*
- *Patron complaints (Practice 2.3)*
- *Training and skills development (Practice 2.4).*

The following resources support interaction with patrons and community:

- *Employee support policy (Example 2.2A)*
- *Complaint handling procedures (Example 2.3A)*
- *Gambling-related incident report (Example 2.3B)*
- *Possible problem gambling risk indicators (Example 2.4A)*
- *Examples of acceptable/unacceptable actions*
- *Best practice and beyond.*

## 2.1 Community liaison

*To support early intervention and prevention strategies where opportunities arise, gambling providers are to establish effective mechanisms to link with:*

- *local gambling-related support services*
- *community networks where responsible gambling-related issues could be raised.*

### Compliance actions

Engage with local gambling help providers and participate in relevant community consultative networks.

## 2.2 Customer liaison role

*Gambling providers are to nominate a person/s to perform the customer liaison role and who is to:*

- *be available during approved opening gaming hours*
- *provide appropriate information to assist customers with gambling-related problems*
- *support staff in providing assistance to those customers*
- *provide assistance to staff with gambling-related problems*
- *develop linkages with local community groups where opportunities arise.*

### Compliance actions

Nominate a staff member as the responsible gambling officer to perform the customer liaison role, including supporting employees using the *Employee support policy (Example 2.2A)*.

## Example 2.2A Employee support policy

### Policy objective

To ensure appropriate support is provided to an employee who may have a problem with gambling, or may be at risk of developing a gambling problem.

### Possible indicators of problem gambling

It is up to the employee to decide if he or she has a gambling problem, based on one or more statements below:

- You gamble with more money than you can afford to lose.
- You chase your losses.
- You miss work to gamble.
- You borrow money to finance your gambling.
- You have missed important family activities to gamble.
- You feel depressed, anxious, suicidal, and hopeless.
- You are secretive about your gambling habits.
- You have unpaid bills because you used the money for gambling.
- You manipulate others to hide your gambling problem.

### ***Assistance is available***

This club is committed to workplace health and safety and is willing to provide necessary assistance and support, upon request, to any employee who may have a problem with gambling.

If you believe that you have a problem with gambling, do not ignore it and hope that it will go away. In most cases it won't. There are several courses of action that you can take. Only you can decide which action, or combination of actions, you feel most comfortable with. Some possible actions you can take are to:

- contact the designated staff member at the club who is responsible for staff matters relating to problem gambling
- contact Gambling Helpline on **1800 858 858**.

### ***Further information***

Contact the customer liaison officer.

## **2.3 Patron complaints**

*Complaint handling procedures that can deal with gambling issues are established and promoted by gambling providers.*

### ***Compliance actions***

Use the *Complaint handling procedures* (**Example 2.3A**) and the *Gambling-related incident report* (**Example 2.3B**) to resolve gambling-related complaints.

Promote the *Complaint handling procedures* by making patrons aware of it (for instance, through signage, include it as part of new membership application and/or place it on the club's website).

## **Example 2.3A Complaint handling procedures**

This club will handle complaints in accordance with the procedures as outlined below:

1. Staff members are to refer gambling-related complaints to the customer liaison officer (CLO).
2. The CLO will make contact with the patron and identify and define the nature and cause of the complaint, including giving assurance on confidentiality and privacy as per the club's policies.
3. The CLO will determine whether the complaint can be resolved immediately or should be referred to management:
  - If the complaint can be resolved immediately, the CLO will take necessary steps to resolve the complaint on the spot.
  - If the complaint is to be referred to a higher level, the CLO will then inform the patron of the timeframe involved in communicating and getting a response on the complaint from the higher level.
4. The CLO will communicate the proposed solution to the patron, including the basis (legislation, policies, etc.) on which the solution was framed.
5. If the patron is not satisfied with the outcome, the CLO will advise the patron to seek their own legal or professional advice (at their own expense should they wish).
6. The CLO will record details of the complaint and action taken in a *Gambling-related incident report*.

## Example 2.3B Gambling-related incident report

Incident date \_\_\_\_\_ Incident time \_\_\_\_\_

Who reported the incident/made complaint? (record as many details as possible)

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Territory \_\_\_\_\_ Postcode \_\_\_\_\_

Email \_\_\_\_\_

Incident/complaint details (attach additional pages if required)

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Action taken to resolve incident/complaint (attach additional pages if required)

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Follow-up action, e.g. advice to patron, etc. (attach additional pages if required)

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### Staff details

Staff member name to whom the incident was reported/complaint was made

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### Customer liaison officer details

Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_



## 2.4 Training and skills development

*Mechanisms are established to ensure that appropriate and ongoing responsible gambling training is provided to staff who provide gambling products to patrons.*

*In addition, the relevant owners, boards and managers receive appropriate information to guide decision making in relation to responsible gambling.*

### **Compliance actions**

Provide or facilitate ongoing responsible gambling training to gaming employees and information to board directors/committee members. Include information about *Possible problem gambling risk indicators (Example 2.4A)* in the training or information sessions. Keep a record of the training or information sessions.

**Note:** *responsible service of gambling training is mandatory for the gaming nominee and any persons performing gaming duties or tasks. The club must keep a record of training in a register.*

### **Example 2.4A Possible problem gambling risk indicators**

A patron may display one or several of the indicators below. Displaying one risk indicator may not mean the patron is a problem gambler (unless they display that particular risk indicator to an unreasonable degree). However, a cluster of three or more indicators may indicate signs of problem gambling. Some indicators may be subtle whilst others may be obvious. Some indicators may be due to factors other than problem gambling such as a disability. Respond with respect and care, based on key factors such as the examples provided below. Know the limits of your assessment if you are not a trained counsellor.

#### **Emotional responses**

- Suffering from depression and/or have thoughts of suicide due to gambling behaviour.
- Vocally displaying anger (swearing to themselves, grunts) and/or threatening or causing physical harm to others or self.
- Looking sad or depressed after gambling.
- Crying after losing a lot of money.

#### **Faulty cognition**

- Having an unrealistic perception about the chance/ odds of winning.

#### **Frequency, duration, intensity**

- Gambling frequently or for an extended period of time.
- Gambling without taking a break over an extended period of time.

#### **Impaired control/loss of control**

- Trying obsessively to win on a particular machine.

#### **Irrational behaviours**

- Blaming the venue, the staff or gaming machines because they lost.
- Displaying aggression, kicking machines, anger towards staff.

#### **Raising funds/chasing behaviour**

- Getting cash out from an ATM at venue on multiple occasions for the purposes of gambling.
- Trying to borrow, 'scam' money or sell valuables to others for gambling.
- Putting large win amounts back into the machine and keep playing.

#### **Social behaviours**

- Friends or relatives call or arrive to ask if the person is still at the venue.
- Spending too much time and/or money gambling.

*Adapted from Delfabbro, P.H., Osborn, A., Nevile, M., Skelt, L. & McMillen, J. (2007). Identifying Problem Gamblers in Gambling Venues, Gambling Research Australia, Melbourne and Responsible Gambling Advisory Committee Exclusions Focus Group (2002) Pathways and Protocols for Exclusion—An Intervention/Rehabilitation Strategy.*

## Examples of acceptable/ unacceptable actions

### ***Acceptable***

Referring gambling-related complaints promptly to the CLO.

Cooperating with local gambling help providers to assist patrons who may have a gambling problem.

### ***Unacceptable***

Refusing to accept a gambling-related complaint.

Not providing ongoing training and skills development to relevant staff.

## Best practice and beyond

- Maintain open communication channels with local gambling-related support services.
- Have a standing agenda item in board/committee/ staff meetings where the CLO can highlight gambling-related matters.
- Confirm any verbal advice relating to gambling complaints in writing.
- Encourage and support gaming employees to undertake professional developmental activities such as short courses/workshops/trade shows attendance.
- Establish links with trained gambling counsellors.

## Practice 3

# Exclusion provisions

Self-exclusions and venue-initiated exclusions for problem gambling

## Overview

The club will implement exclusion provisions (self-exclusion and venue-initiated exclusion) and provide appropriate support to patrons seeking exclusion from the gaming area or the whole club.

The Code of Practice stipulates the following responsible gambling provisions relating to exclusion provisions:

- *Exclusion procedures (Practice 3.1)*
- *Contact information for support services (Practice 3.2)*
- *Exclusion from other gambling providers (Practice 3.3)*
- *Correspondence to excluded patrons (Practice 3.4).*

The following resources support exclusion provisions:

- exclusion flowcharts and supporting documentation
- *Glossary of terms*
- *Glossary of exclusion forms*
- *Examples of acceptable/unacceptable actions*
- *Best practice and beyond.*

## 3.1 Exclusion procedures

*Gambling providers to provide exclusion procedures and supporting documentation.*

### Compliance actions

There are two types of exclusions:

- self-exclusion (which is requested by the patron)
- venue-initiated exclusion (which is directed by the club).

Follow the exclusion procedures and supporting documentation which are outlined below.

### Self-exclusion

The procedures for self-exclusion are outlined in the *Self-exclusion flowchart (Example 3.1A)*.

Upon being approached by a patron seeking assistance, club staff will listen intently to patron's request in a confidential manner and explain the need to refer the matter to the CLO.

Should the patron refuse to speak with the CLO, staff are to emphasise that they cannot provide the most effective assistance and should suggest a meeting with the manager (if different to CLO).

Should the patron agree to speak with the CLO, the staff are to refer this matter to the CLO immediately. The CLO should discuss with the patron the option of self-exclusion and provide sufficient information to the patron to enable them to make an informed decision. Specifically the CLO should discuss:

- the self-exclusion process, including the timeframe and cooling-off period
- options for exclusion from whole or part of the venue/some or all gaming products
- contact with community support services
- privacy policy of the club
- forms required
- legal implications
- the right to seek independent legal advice
- penalties that apply for breach of an exclusion.

The patron then makes a decision whether to proceed with the self-exclusion.

If the patron refuses to proceed with self-exclusion, the CLO should complete the *Gambling-related incident report (Example 2.3B)*. The CLO should evaluate the situation and determine if further action is required, such as whether the active monitoring program should be initiated (with the patron's consent) or a venue-initiated exclusion should be implemented for the patron. Refer to *Venue-initiated exclusion flowchart (Example 3.1B)*.

### Implementing a self-exclusion

The CLO must provide the patron with a *Self-exclusion notice (Form 3A)*. The CLO may request that the patron provide a recent photo to assist staff to enforce the exclusion. The patron must provide a recent photo if requested.

The patron completes and returns the *Self-exclusion notice* to the CLO. The *Self-exclusion notice* will need to be witnessed by an adult over 18 years of age. This may be the CLO or another member of staff.

Upon receipt of the *Self-exclusion notice*, the CLO must as soon as practicable complete a *Self-exclusion order (Form 3B)*. This can usually be done on the spot. The CLO gives the *Self-exclusion order* to the patron and records details in the *Register of excluded persons (Form 3G)*.

The *Self-exclusion order* is effective from when it is given to the patron for a maximum of five years, after which time it will automatically expire. There is a 24 hour cooling-off period in which the patron can revoke the *Self-exclusion order*.

If the patron pursues a revocation within the 24 hour period, the CLO must provide the patron with a *Revocation notice: self-exclusion order (Form 3C)* to complete and submit to the club within the 24 hour time limit.

If the *Revocation notice: self-exclusion order* is submitted by the patron to the club within the 24 hour time limit, then the *Self-exclusion order* is considered void and the patron may freely re-enter the premises and gaming area/s as though the Order had never been in place. The CLO may give a *Conditions of re-entry (participation in gambling activities) (Example 3.1D)* to the patron.

If the *Revocation notice: self-exclusion order* is not submitted within the 24 hour time limit, then the patron must wait a further 12 months/one year before making an application for revocation starting from the first anniversary of the issue of the Order.

For further information, refer to the *Revocation process flowchart (Example 3.1C)*.

If the *Self-exclusion order* is not revoked, the club has an obligation to take reasonable steps to prevent the patron from entering or remaining in the licensed premises or gaming machine area. If the club prevents an excluded patron from entering or remaining on the licensed premises, they must as soon as practicable, provide a *Notice of contravention of self-exclusion order/exclusion direction (Form 3H)* to the Executive Director of the Office of Liquor and Gaming Regulation (OLGR).

The CLO must provide the patron with details of at least one community support service for advice, assistance and/or counselling relating to problem gambling. The CLO should encourage the patron to consider self-exclusion from all gaming venues that the patron may access within the local area.

The excluded patron should be removed from any gambling-related promotional or mailing database lists.

## Self-exclusion checklist (document exchange)

The patron will provide the club with:

- a *Self-exclusion notice*
- a recent, clear photo (if requested)
- a revocation notice (if revoking *Self-exclusion order* within the 24 hours of its issue or after the lapse of 12 months from its issue).

The club will provide the patron with:

- a *Self-exclusion order*
- details of at least one counselling service dealing with problem gambling
- *Conditions of re-entry (participation in gambling activities)*.

The club will provide OLGR with:

- a copy of the *Register of excluded persons*
- a *Notice of contravention of self-exclusion order/exclusion direction*.

### Venue-initiated exclusion (Exclusion direction)

The procedures for venue-initiated exclusions are outlined in the *Venue-initiated exclusion flowchart (Example 3.1B)*.

If the patron refuses self-exclusion and/or the CLO believes, on reasonable grounds, that the patron is, or is at significant risk of being, a problem gambler, the club may issue a venue-initiated exclusion, *Exclusion direction (Form 3D)*. Reasonable grounds include an approach by a third party or observation by staff.

#### Approach by third party

If a staff member is approached by a third party (e.g. husband, wife, partner, or someone with a significant relationship with the patron) requesting exclusion for another person, the staff member will refer the third party to the CLO who will ascertain the relationship of the third party with the patron and whether the third party is acting in the best interest of the patron.

If satisfied with the above, the CLO will explain to the third party that:

- an exclusion may only be put in place either by the individual concerned (self-exclusion) or by the club (venue-initiated exclusion)
- the third party cannot sign, or enter into an exclusion on another person's behalf
- the third party may provide support to the individual by either suggesting self-exclusion or encouraging them to contact a Gambling Help service

- the third party may choose to identify themselves or remain anonymous.

If the third party continues to express a wish to assist an individual who may be at risk of problem gambling, the CLO will provide a copy of the *Self-exclusion notice* and details of a local community Gambling Help service to the third party and encourage them to discuss the options with the patron and/or encourage the patron to make contact with these groups or the CLO directly.

The CLO may elect to discreetly approach the patron, requesting an opportunity to have a chat and to discuss the patron's gambling behaviour/habits. If appropriate, the CLO may introduce the idea of self-exclusion and follow the procedures for self exclusion. Refer to the *Self-exclusion flowchart (Example 3.1A)*.

Alternatively, the CLO may consider whether it is appropriate to implement an active monitoring program (refer to 'Active monitoring' on p. 14 of this Resource manual).

#### Observation by staff

The CLO may wish to consider implementing an active monitoring program if there are reasonable grounds, based on staff observations, that a patron may be a problem gambler or at risk of problem gambling. The patron's consent must be obtained prior to implementation.

The purpose of the active monitoring program is to monitor the gambling behaviour of the patron. This should be for a minimum period of six months after which the CLO can make an informed decision to approach the patron for self-exclusion, implement a venue-initiated exclusion or to take no further action.

#### Implementing a venue-initiated exclusion

If the outcomes of the approach by the third party or staff observation are indicative of a gambling problem, and the patron refuses to self-exclude, the CLO must give an *Exclusion direction (Form 3D)* and an *Information notice—exclusion direction (Form 3I)* detailing the reasons for the exclusion to the patron.

The *Exclusion direction* is effective from the time it is given to the patron and there is no 24 hour cooling-off period. It has a minimum time frame of one year (12 months from date of issue) and a maximum time frame of five years. After five years the Direction will automatically expire.

Patrons may apply once every 12 months, starting from the first anniversary of the issue of the Direction, to revoke or cancel the *Exclusion direction*. See the *Revocation process flowchart (Example 3.1C)*.

The CLO must request that the patron provide a recent photo to assist staff to enforce the exclusion.

The CLO must provide the patron with details of at least one community support service for advice, assistance and/or counselling relating to problem gambling.

If the club prevents an excluded patron from entering or remaining on the licensed premises, they must as soon as practicable, provide a *Notice of contravention of self-exclusion order/exclusion direction* to the Executive Director of OLGR.

The excluded person must be removed from any gambling-related promotional or mailing list databases.

#### Appeal

The patron has the right to appeal the decision of the club in relation to the implementation of the *Exclusion direction* in the Queensland Civil and Administrative Tribunal. Details regarding this option will be provided to the patron with the *Information notice—exclusion direction (Form 3I)* at the time the exclusion is issued.

## Venue-initiated exclusion checklist (document exchange)

The patron may provide the club with:

- a recent, clear photo (if requested).

The club will provide the patron with:

- an *Exclusion direction*
- an *Information notice—exclusion direction*
- details of at least one counselling service dealing with problem gambling
- *Conditions of re-entry (participation in gambling activities)*.

The club will provide OLGR with:

- a copy of the *Register of excluded persons*
- a *Notice of contravention of self-exclusion order/exclusion direction*.

#### Revocation

The procedures for revocation are outlined in the *Revocation process flowchart (Example 3.1C)*.

A revocation is where an excluded patron advises the club in writing that they wish to end the exclusion and re-enter the club and resume participation in gambling activities. The revocation processes for self-exclusion and venue-initiated exclusion are different. The club must provide assistance to a patron who may be seeking a revocation of their exclusion.

### Self-exclusion order

A *Self-exclusion order* can either be revoked within the 24 hour cooling-off period or after at least 12 months from date of issue. For information about revoking exclusions within the 24 hour cooling-off period, refer to the *Revocation process flowchart*.

Following the 24 hour cooling-off period, the patron may only submit a *Revocation notice: self-exclusion (Form 3C)*, starting at the first year anniversary of the issue of the Order. If the patron completes and returns a *Revocation notice: self-exclusion* to the CLO, the Order will automatically cease after the 28 days, and the patron will be free to resume gambling at the club. The CLO must update the *Register of excluded persons*.

If the club has reasonable grounds to believe that the patron should not resume gambling, the CLO can issue an *Exclusion direction*. This can be done at any time, however in order to ensure that the patron continues to be excluded, the CLO should implement a venue-initiated exclusion (*Exclusion direction*) within the 28 day period after they have received the *Revocation notice: self-exclusion order*. Refer to *Venue-initiated exclusion flowchart (Example 3.1B)*.

### Exclusion direction

The patron can only apply for revocation once per year, starting at the first year anniversary of the issue of the *Exclusion direction* (the 24 hour cooling-off period is not applicable to an *Exclusion direction*) by submitting an *Application to revoke exclusion direction (Form 3E)* to the club. The application may be supported by evidence including:

- a statement to the effect that the circumstances leading to their exclusion no longer apply and recognising the responsible gambling steps taken by the gambling provider's personnel
- a list of attendance from a recognised counselling service provider or qualified psychologist
- a statement from the original third party involved in the venue-initiated exclusion process, where applicable, to the effect that gambling no longer constitutes a risk to the welfare of that person or others
- a statement from a current third party considered to have a close personal interest in the welfare of the patron to the effect that gambling does not constitute a risk to the welfare of that person or others (this would apply where the previous third party relationship involved in a venue-initiated exclusion process no longer exists).

The club has 28 days in which to respond. If the

revocation is supported by the club, the CLO is to then:

- issue a *Revocation notice—exclusion direction (Form 3F)* and *Conditions of re-entry (participation in gambling activities) (Example 3.1D)* within the 28 day period
- update the *Register of excluded persons*.

The following applies if the application for revocation is not supported, because the club has reasonable grounds to believe that the patron should not resume gambling:

- The CLO does not issue a *Revocation notice—exclusion direction* within the 28 days and the *Exclusion direction* automatically remains in place.
- The CLO must provide the patron with an *Information notice—refusal to revoke an exclusion direction (Form 3J)* as to why the revocation application was rejected and an explanation of their right to appeal the club's decision.

**Note:** the club can make a decision on revocation at its sole discretion.

### Appeal

The patron has the right to appeal the decision of the club in relation to the revocation of the *Exclusion direction* in the Queensland Civil and Administrative Tribunal. Details regarding this option will be provided to the patron with the *Information notice—refusal to revoke an exclusion direction (Form 3J)* at the time of the decision to refuse to revoke the *Exclusion direction*.

### Active monitoring

The club may implement an active monitoring program with the consent of the patron at any time. It should involve, where possible, the cooperation of gambling support services and networks of the patron, to assist them to limit any gambling behaviours which may put themselves or others at risk. Active monitoring should be for a minimum period of six months.

Active monitoring may apply in circumstances where a patron has:

- refused self-exclusion
- recently ceased self-exclusion
- been excluded from part of the venue/gambling activities
- displayed behaviours that may be consistent with problem gambling.

Once implemented, the CLO will manage the active monitoring program by:

- keeping the completed *Consent to monitor my*

*gambling activities* (Example 3.1E) document and a photograph of the patron

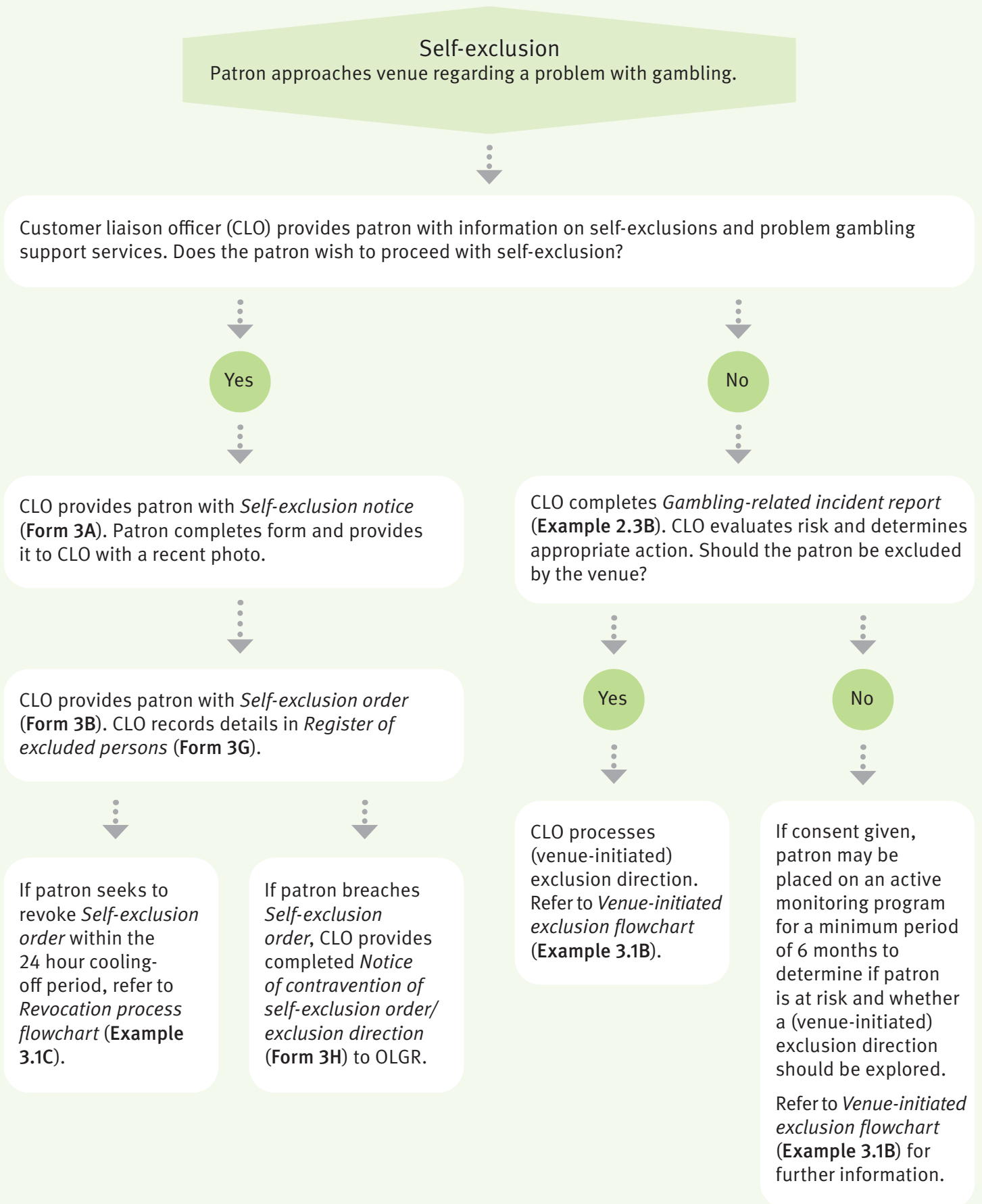
- advising relevant staff that the patron is on the active monitoring program
- keeping a record of the daily gambling activities of the patron, including the time and money spent on a gambling activity
- reviewing the patron's gambling activity and subsequently, their suitability to continue gambling at the club.

### **Assessment and review**

To ensure the effectiveness of exclusion procedures, the club will:

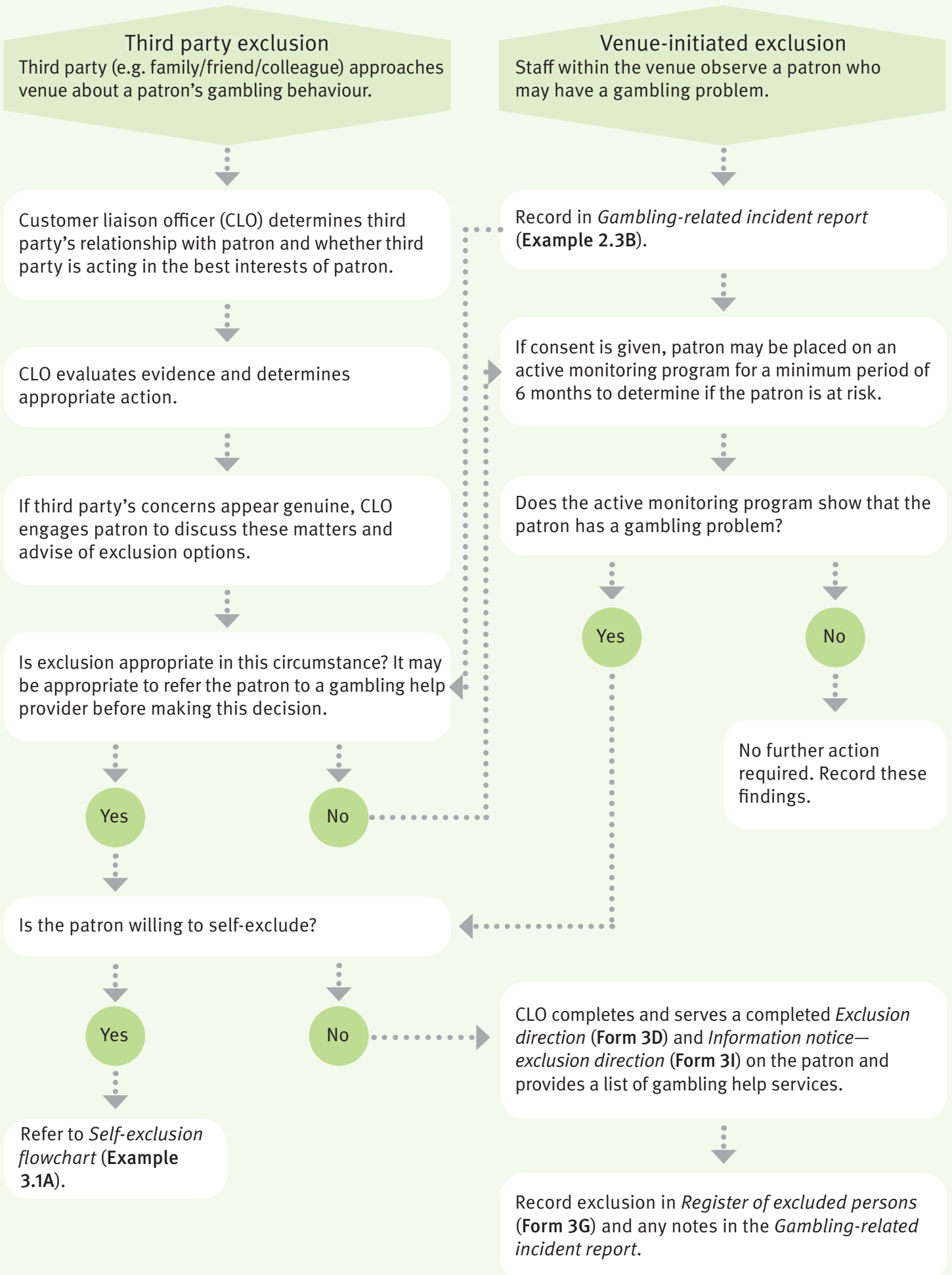
- establish clear reporting procedures (staff to CLO to management) of relevant incidents (observations, enquiries, breaches, frequency) and actions taken with regard to patrons seeking exclusion
- provide information on responsible gambling to relevant staff
- ensure the CLO is appropriately trained to implement exclusion provisions
- review club policies in regard to responsible gambling on a regular basis.

## Example 3.1A Self-exclusion flowchart

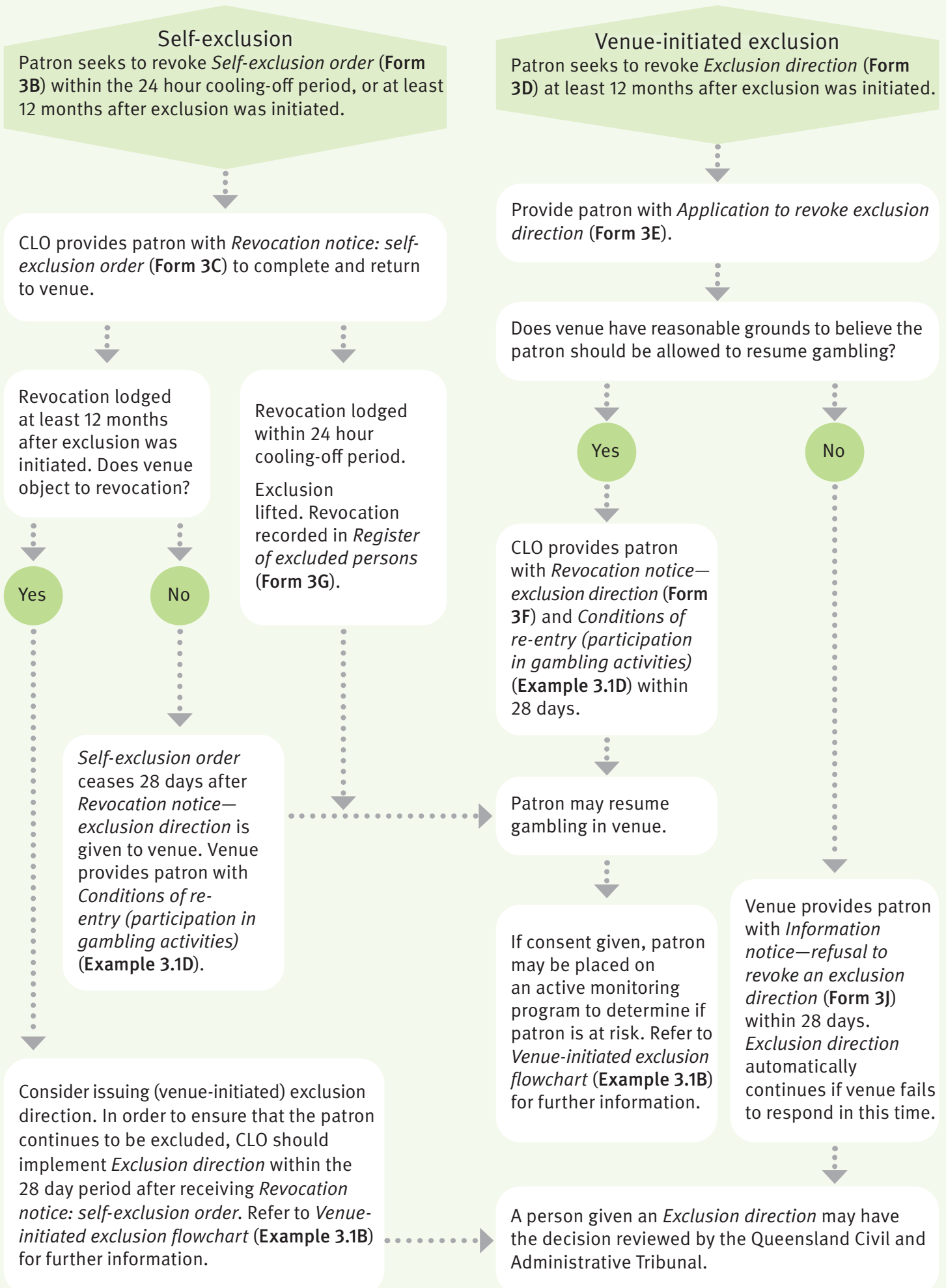




## Example 3.1B Venue-initiated exclusion flowchart



## Example 3.1C Revocation process flowchart



## Example 3.1D Conditions of re-entry (participation in gambling activities)

Gambling provider name \_\_\_\_\_

This club is committed to the implementation of risk-management processes which are aimed at minimising harm to the physical, emotional, social and financial welfare of its patrons as a result of gambling.

It is a condition of re-entry that patrons participating in gambling acknowledge that:

- the gambling provider's staff have an obligation to offer assistance to patrons where deemed necessary or when requested
- it is the patron's personal responsibility to gamble in a way that is unlikely to cause physical, emotional or financial distress to themselves or others
- it is the patron's personal responsibility to access problem gambling information made available by the gambling provider, should the need arise
- it is the patron's personal responsibility to seek the assistance of the gambling provider's staff, for their gambling-related problem, should the need arise
- it is the patron's personal responsibility to assist the gambling provider's personnel in actively monitoring the continued welfare of the patron for a minimum period of six months from the revocation of the exclusion (for previously excluded patrons only).

Patrons are advised that, where the gambling provider's staff are reasonably considered to have discharged their player protection obligations in good faith, any patrons whom have falsified or withheld relevant information in relation to gambling-related problems or neglected to seek assistance in this regard may not be able to hold the gambling provider liable for any negative consequences of the patron's gambling behaviours.

Patrons are assured that their gambling-related information will be handled in accordance with the club's privacy and confidentiality policies which are available upon request.

For any clarification, contact the customer liaison officer.

## Example 3.1E Consent to monitor my gambling activities

Gambling provider name \_\_\_\_\_

### Patron details

Patron's name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Territory \_\_\_\_\_ Postcode \_\_\_\_\_

Membership no. (if applicable) \_\_\_\_\_ Phone no. \_\_\_\_\_

### Consent to monitor

As a gambling provider, this club has a commitment to promoting responsible gambling under the *Queensland responsible gambling Code of Practice* (Code of Practice).

In view of the concerns brought to your attention, this club requests your consent to monitor your gambling activities in order to meet its obligations under the Code of Practice. This may consist of any or all of the following:

- the operational observations of staff performing their day-to-day venue duties
- information provided by a third party adjudged to have a close personal interest in your welfare
- recording and assessing the visitation rate/time spent at a gambling activity
- information concerning your gambling expenditure and/or personal details supplied to the gambling provider
- if a player account exists, assessing your average account depletion rate.

### Patron declaration

I acknowledge that the venue has raised concerns about my gambling activities and I consent to the monitoring of my gambling activities as outlined above.

Patron signature \_\_\_\_\_ Date \_\_\_\_\_

### Authorised person details

Name \_\_\_\_\_

Position (customer liaison officer/manager/other) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## 3.2 Contact information for support services

*Gambling providers offer patrons who seek exclusion contact information for gambling-related support services.*

### **Compliance actions**

Use the approved *Self-exclusion order (Form 3B)* and *Exclusion direction (Form 3D)* forms that contain the built-in requirement for the name and address of at least one entity that provides counselling services to problem gamblers.

## 3.3 Exclusion from other gambling providers

*Excluded patrons are to be given support in seeking consensual exclusions from other gambling providers, where practicable.*

### **Compliance actions**

Assist excluded patrons to seek consensual exclusions from other gambling venues by forming partnerships with local Gambling Help service providers.

## 3.4 Correspondence to excluded patrons

*Gambling providers must not distribute promotional or advertising material to persons who are self-excluded, been issued with an exclusion direction for problem gambling or are known to have formally requested that this information not be sent.*

### **Compliance actions**

Amend membership cards and disable loyalty cards, where applicable, so as to prevent excluded patrons from being sent gambling advertising or promotional materials.

## Examples of acceptable/unacceptable actions

### **Acceptable**

Encouraging patrons who request self-exclusion to seek independent legal advice.

Encouraging patrons who follow through with self-exclusion to self-exclude from other venues in the local community.

### **Unacceptable**

Ignoring a patron's request for self-exclusion.

Allowing staff to provide counselling to patrons who request self-exclusion.

## Best practice and beyond

When providing patrons with a *Self-exclusion notice*, the CLO could provide the club's privacy statement and information relating to the terms and conditions of the self-exclusion to the patron.

Place exclusion information at strategic locations in the club so that gambling patrons can access them in such a manner so as to not draw attention to themselves.

Where possible, include Gambling Help service representatives when implementing exclusion procedures.

Maintain professional integrity when discussing exclusion options with the patron or a third party associated with the patron.

## Glossary of terms

Active monitoring	When staff of a club maintain a close watch on a patron who is at risk of being a problem gambler. Active monitoring may include collection of data and keeping of written records and may only be done with the patron's written consent.
Customer liaison officer (CLO)	Person nominated by the club and acting for and on behalf of a nominee/licensee in carrying out the responsible gambling strategy and any requirements under legislation. In small clubs this may be a role that the manager takes on with their existing duties.
Exclusion	A prohibition against a patron from specific gambling products, services or gambling areas of particular gambling providers. There are two types of exclusions: <ul style="list-style-type: none"> <li>• self-exclusion (requested by the patron)</li> <li>• venue-initiated exclusion (directed by the club).</li> </ul>
Exclusion direction	A document initiated and issued by a licensee to a patron to exclude them from the venue or gambling products.
Executive Director	The Executive Director of the Office of Liquor and Gaming Regulation (OLGR).
Information notice	A notice given to a patron when issued with an <i>Exclusion direction</i> , and/or refusal to revoke an <i>Exclusion direction</i> , detailing reasons for exclusion and other pertinent information.
Notice of contravention of self-exclusion order/exclusion direction	Where club staff prevent an excluded patron from partaking in gambling activities and/or entering or remaining in the venue, and the patron has attempted to contravene their exclusion order or direction. A notice advising of the event is to be submitted to the Executive Director, OLGR.
Responsible gambling environment	Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of the collective actions and shared ownership of individuals, communities, the gambling industry and the government to achieve outcomes that are socially responsible and responsive to the concerns of the broader community.
Revocation	Cancelling the <i>Self-exclusion order</i> or <i>Exclusion direction</i> issued to a patron. Following revocation the patron is able to re-enter the licensed premises and/or gaming area without interference. A revocation is initiated by the patron.
Self-exclusion order	A document issued by the licensee upon receipt of a <i>Self-exclusion notice</i> from a person, to exclude that person from the venue or gambling products offered at the venue.
Venue	A generic term to refer to the location of gaming activities, such as hotel, club or casino.

## Glossary of exclusion forms

<b>Form 3A</b> <i>Self-exclusion notice</i>	Completed by an individual wanting a self-exclusion from a venue or gambling activity and given to a gambling provider.
<b>Form 3B</b> <i>Self-exclusion order</i>	Completed by a gambling provider and presented to an individual following receipt of <i>Self-exclusion notice (Form 3A)</i> .
<b>Form 3C</b> <i>Revocation notice: self-exclusion order</i>	Completed by individuals requesting cancellation of <i>Self-exclusion order (Form 3B)</i> . May only be lodged within the 24 hour cooling-off period, or one year after receipt of <i>Self-exclusion order</i> .
<b>Form 3D</b> <i>Exclusion direction</i>	Completed by a gambling provider to exclude an individual from a venue or gambling activity.
<b>Form 3E</b> <i>Application to revoke exclusion direction</i>	Completed by individuals requesting cancellation of venue-initiated <i>Exclusion direction (Form 3D)</i> . May only be first lodged one year after commencement of <i>Exclusion direction</i> . Only one application may be made in any 12 month period.
<b>Form 3F</b> <i>Revocation notice—exclusion direction</i>	Completed by a gambling provider following receipt of <i>Application to revoke exclusion direction (Form 3E)</i> and given to the individual, confirming cancellation of <i>Exclusion direction</i> .
<b>Form 3G</b> <i>Register of excluded persons</i>	Completed by a gambling provider to record persons excluded from their venue or from gambling activities at the venue.
<b>Form 3H</b> <i>Notice of contravention of self-exclusion order/exclusion direction</i>	Completed by gambling providers and given to the Office of Liquor and Gaming Regulation (OLGR) following the breach of a <i>Self-exclusion order</i> or <i>Exclusion direction</i> by an individual.
<b>Form 3I</b> <i>Information notice—exclusion direction</i>	Completed by a gambling provider and given to the individual with <i>Exclusion direction (Form 3D)</i> to provide information about why the <i>Exclusion direction</i> has been issued.
<b>Form 3J</b> <i>Information notice—refusal to revoke an exclusion direction</i>	Completed by a gambling provider following receipt of <i>Application to revoke exclusion direction (Form 3E)</i> and given to the individual to provide information about why the gambling provider has refused to cancel the <i>Exclusion direction</i> .
<b>Form 3R</b> <i>Report on excluded persons</i>	Completed by gambling providers and given to OLGR within 14 days after 30 June and 31 December every year.

# Physical environment

## Overview

The club will manage the gaming area so that gaming services are provided in a responsible manner to patrons.

The Code of Practice stipulates the following responsible gambling provisions relating to physical environment:

- *Minors prohibited (Practice 4.1)*
- *Minors excluded (Practice 4.2)*
- *Hospitality services (Practice 4.3)*
- *Unduly intoxicated patrons (Practice 4.4)*
- *Child care and play areas (Practice 4.5)*
- *Gratuities (Practice 4.6)*
- *Passage of time (Practice 4.7)*
- *Breaks in play (Practice 4.8)*
- *New gambling products and services (Practice 4.9).*

The following resources support physical environment:

- *Examples of acceptable and unacceptable actions*
- *Best practice and beyond.*

## 4.1 Minors prohibited

*Minors are prohibited from gambling.*

### Compliance actions

Do not allow minors to participate in gambling at the club.

## 4.2 Minors excluded

*Minors are prohibited from designated gambling areas.*

### Compliance actions

Ensure minors do not enter designated gambling areas, and place signage at the entrance of designated gambling areas that clearly states this prohibition.

## 4.3 Hospitality services

*Provision of hospitality services in areas where gambling is provided is managed in such a way as to encourage patrons to take breaks in play.*

### Compliance actions

Do not provide drink service in the designated gaming areas, instead requiring patrons to obtain drinks from the nearest bar.

Where possible, consider providing a drinking water dispenser and/or self-service tea and coffee facilities within the gaming room.

## 4.4 Unduly intoxicated patrons

*Patrons who are unduly intoxicated are not permitted to continue gambling.*

### Compliance actions

Do not allow patrons who are unduly intoxicated or who have been refused service of alcohol to start or continue gambling. The *Liquor Act 1992* s. 9A provides that a person is considered unduly intoxicated if:

- the person's speech, balance, coordination or behaviour is noticeably affected; and
- there are reasonable grounds for believing the affected speech, balance, coordination or behaviour is the result of the consumption of liquor, drugs or another intoxicating substance.

## 4.5 Child care and play areas

*Where child play areas are provided, best efforts should be made to minimise exposure to areas where gambling activities are conducted.*

*Where gambling providers offer adjunct child care, these facilities must provide safe and suitable standards of care in accordance with relevant child care legislation.*



## Compliance actions

Ensure child care facilities, where offered, are located as far as reasonably practicable from designated gaming areas.

Ensure child care facilities meet minimum health and safety standards, including staff to children ratio, ramp access for prams and strollers, protective fencing, easy access to toilets, playgrounds, fire stairs and exits and good ventilation.

If adjunct care is offered, ensure it meets the legislative definition under Schedule 1 of the *Education and Care Services Act 2013*:

‘Adjunct care means education and care provided to a child—

- in conjunction with a meeting, function or other activity involving a relative or guardian of the child other than the paid employment of the relative or guardian; and
- on the premises in which the meeting, function or other activity is taking place; and
- for not more than 3 hours on each occasion the care is provided.’

## 4.6 Gratuities

*Staff working in gambling areas are not to encourage gambling patrons to give them gratuities.*

### Compliance actions

Make gaming employees aware they must not ask or encourage patrons to give them gratuities of any kind. Provide instructions to gaming employees to politely refuse gratuities if offered. Keep a log of any gratuity that is offered and the action taken.

## 4.7 Passage of time

*Gambling providers implement practices to ensure that patrons are made aware of the passage of time.*

### Compliance actions

Put a clock in the gaming room so as the time is readily visible.

Where practicable, make time-related announcements such as ‘The courtesy bus will leave at 5 pm’, or run time-based promotions such as ‘Spin and win at 3 pm’.

## 4.8 Breaks in play

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

## Compliance actions

Encourage patrons to take breaks from play using a range of strategies such as requiring them to obtain drinks from either the bar, self-service tea and coffee station or from a water dispenser or offer promotions which require patrons to leave their seat.

## 4.9 New gambling products and services

*Prior to the introduction of relevant new gambling products and services, including those which make use of emerging technology, consideration should be given as to the potential impact of the technology on responsible gambling behaviours.*

### Compliance actions

Do an assessment of the impact of new and emerging gambling products and services on responsible provision of gambling prior to their introduction at the club, and make informed decisions based on this assessment.

## Examples of acceptable/unacceptable actions

### Acceptable

Ensuring that minors do not play gaming machines nor are permitted in the designated gaming area.

Keeping a log of any gratuity that is offered and the action taken.

### Unacceptable

Refusing to indicate passage of time in the gaming area.

Offering free or discounted drinks to patrons at gaming machines.

## Best practice and beyond

Provide ongoing training/instructions to staff on how to handle gratuities if offered.

Implement a policy to check car parks regularly for any minors left in cars unattended.

Provide information on alcohol-related counselling in addition to gambling counselling.

Regularly check that the parent/guardian is on the club premises if they are using adjunct care for their children.

Encourage gaming patrons to also participate in non-gambling activities, e.g. sports.

## Practice 5

# Financial transactions

## Overview

The club will ensure cash out facilities and financial transactions adhere to the required legislative and best practice standards.

The Code of Practice stipulates the following responsible gambling provisions relating to financial transactions:

- *ATM facilities* (**Practice 5.1**)
- *Cashing of cheques and payment of winnings* (**Practice 5.2**)
- *Credit betting (lending of money)* (**Practice 5.3**).

The following resources support financial transactions:

- *Financial transactions policy* (**Example 5.2A**)
- *Examples of acceptable/unacceptable actions*
- *Best practice and beyond*.

## 5.1 ATM facilities

*ATMs are not to be located in close proximity to designated gambling areas, or in the entry to gambling areas, where safe and practicable.*

### Compliance actions

Locate ATMs in a safe location that is as far as practicable from designated gambling areas.

As far as practicable, ensure ATMs are not visible to patrons playing gaming machines.

## 5.2 Cashing of cheques and payment of winnings

*Gambling providers are to establish a limit above which all winnings are paid by cheque or electronic transfer.*

*Gambling winnings above the set limit are paid by cheque and are not cashed on the gambling provider's premises until the next trading day or within 24 hours of the win.*

*The following cheques can be cashed only by prior arrangement:*

- *cheques not made payable to the venue*
- *cheques not made payable to the person presenting the cheque*
- *multiple cheques.*

### Compliance actions

Develop the club's *Financial transactions policy* (**Example 5.2A**) that incorporates the above requirements. Ensure the policy reflects the club's circumstances such as the cash payout limit.

Display the policy in a prominent location in the designated gaming area, e.g. cashier's change booth.

**Note:** *this is an example only and clubs are encouraged to develop their own policy in accordance with their processes.*

## Example 5.2A Financial transactions policy

### ATMs and EFTPOS

The club is required to locate ATMs as far as practical, away from designated gambling areas.

The ATMs only have deposit and debit account facilities.

### Credit

Providing credit to gamble is illegal and will not be extended under any circumstances.

Credit transactions are allowed only for the purchase of non gambling-related goods and services.

### Cashing of cheques

The club will cash the following cheques only by prior arrangement:

- cheques not made payable to the venue
- cheques not made payable to the person presenting the cheque
- multiple cheques.

The club has the right to refuse cashing a cheque.

The club will not cash prize-winning cheques until the next trading day.

### Payment of prize winnings

The following payout limits apply:

- gaming machines: \$ \_\_\_\_\_
- Keno: \$ \_\_\_\_\_ (this is the approved limit set by Keno (Qld) Pty Ltd).

The club will provide a choice of payouts. If the winning amount is greater than the cash payout limit for the club, the club will pay either the whole amount by cheque or pay partly in cash to the maximum limit with the balance of the payout paid by cheque.

## 5.3 Credit betting (lending of money)

*Gambling providers are not to provide credit or lend money to anyone for the purpose of gambling.*

### **Compliance actions**

Do not provide credit or lend money to any patron or employee for the purpose of gambling.

## Examples of acceptable/ unacceptable actions

### **Acceptable**

Informing patrons about the cash payout limit of the club.

Cashing third party cheques only by prior arrangement.

### **Unacceptable**

Providing credit for the purposes of gambling.

Cashing winning cheques on the same day.

## Best practice and beyond

Encourage patrons requiring payments to accept the whole amount in a cheque, particularly at closing time.

Increase employee awareness that they must never provide credit or loans of a personal nature to any person for the purposes of gambling.

Do not allow goods or services purchased on credit cards to be returned for cash that can be used for gambling.

## Practice 6

# Advertising and promotions

## Overview

The club will ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, engage patrons in a responsible manner and on balance encourage responsible gambling.

The Code of Practice stipulates the following responsible gambling provisions relating to advertising and promotions, including player loyalty/rewards programs, if applicable:

- *Code of Ethics* (**Practice 6.1**)
- *False, misleading or deceptive* (**Practice 6.2**)
- *Misrepresentation of probabilities* (**Practice 6.3**)
- *Reasonable strategy (financial betterment)* (**Practice 6.4**)
- *Misleading statements* (**Practice 6.5**)
- *Community standards* (**Practice 6.6**)
- *Other activities to promote* (**Practice 6.7**)
- *Minors or vulnerable or disadvantaged groups* (**Practice 6.8**)
- *External signs* (**Practice 6.9**)
- *Irresponsible trading practices* (**Practice 6.10**)
- *Consumption of alcohol* (**Practice 6.11**)
- *Consent of the person* (**Practice 6.12**)
- *Responsible gambling messages* (**Practice 6.13**).

The following resources support advertising and promotions:

- *Gambling advertising and promotions*
- *Player loyalty/rewards program*
- *Examples of acceptable/unacceptable actions*
- *Best practice and beyond.*

### **Gambling advertising and promotions**

Gambling advertising and promotions cover communication activities including (but not limited to):

- advertising in the media (including internet and all electronic and social media)
- sponsorship
- point of sale materials, e.g. leaflets
- internal and external signage/displays

- subscriber products, e.g. Sky Channel, Pay TV, etc.
- any other materials designed for public communication.

When assessing gambling advertising and promotions, consideration must be given to the content (including tone) and the structure of the item, as per the spirit of the Code of Practice. In addition, consideration must be given to the potential impact they may have on a person with a gambling problem, or a person at risk of developing a gambling problem. Factors such as the target audience selection, themes, imagery and the message and its placement (e.g. media type selected and time of airing) must also be included in the assessment of gambling advertising and promotions.

### **Player loyalty/rewards program**

A player loyalty/rewards program is a system or program designed to build player loyalty by suitably and responsibly recognising and rewarding its members for their loyalty to the organisation and/or its products. The features and functions of the player loyalty/rewards program can include the:

- promotional and operational functionality of a player loyalty/rewards program, e.g. ability to scroll electronic messages across a sandwich card reader screen
- side promotions undertaken at a venue associated with player loyalty/rewards program membership
- direct marketing materials associated with a player loyalty/rewards program.

## 6.1 Code of Ethics

*Strategies will ensure that any advertising or promotion complies with the Code of Ethics as adopted by the Australian Association of National Advertisers.*

### **Compliance actions**

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, comply with the *Code of Ethics* as adopted by the Australian Association of National Advertisers ([www.aana.com.au](http://www.aana.com.au)). The objective of the *Code of Ethics* is to ensure that advertisements are legal, decent, honest and truthful and that they have been prepared with a sense of obligation to the consumer

and society and fair sense of responsibility to competitors. The *Code of Ethics* makes key provisions which should be incorporated, where possible, in gambling advertising and promotions such as ensuring advertising and promotions:

- shall not be misleading or deceptive or be likely to mislead or deceive
- shall not contain a misrepresentation which is likely to cause damage to the business or goodwill of a competitor
- shall not exploit community concerns in relation to protecting the environment by presenting or portraying distinctions in products or services advertised in a misleading way or in a way which implies a benefit to the environment which the product or services do not have
- shall not portray people or depict material in a way which discriminates against or vilifies a person or section of the community on account of race, ethnicity, nationality, sex, age, sexual preference, religion, disability or political belief
- shall treat sex, sexuality and nudity with sensitivity to the relevant audience and, where appropriate, the relevant program time zone
- shall only use language which is appropriate in the circumstances and strong or obscene language shall be avoided
- shall not depict material contrary to prevailing community standards.

## 6.2 False, misleading or deceptive

*Strategies will ensure that any advertising or promotion is not false, misleading or deceptive.*

### **Compliance actions**

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, provide a balanced and fair perspective on gambling (e.g. are not false, misleading or deceptive) such as:

- stating that gambling is ‘fun’ or ‘enjoyable’ without the promise/guarantee of winning
- including a qualification, e.g. ‘Conditions apply’ to clarify if certain requirements, e.g. ‘Winner must be present at the time of the draw’ must be met for the award of any offer or prize
- including the full terms and conditions of any offer or prize in gambling advertising and promotions where practicable, or informing patrons that the terms and conditions are available, upon request

- ensuring that prizes or offers are available at the time of the advertisement or promotion
- ensuring all statements for advertisements or promotions are based on fact or can be supported in a factual manner
- avoiding the use of flawed catch phrases that create a false or unrealistic hope of winning, e.g. ‘Always win with us’ or ‘This is a winning club’.

## 6.3 Misrepresentation of probabilities

*Strategies will ensure that any advertising or promotion does not implicitly or explicitly misrepresent the probability of winning a prize.*

### **Compliance actions**

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, do not include statements that deceive patrons into believing a certain winning outcome is possible such as:

- avoiding creating an impression, either implicitly or explicitly, that one can predict the outcome of certain games or one may use certain skills, e.g. ‘winning strategy’ to win a prize
- stating that winning is a matter of chance and randomness that is determined independently of how machines are played
- making reference to the *Player information guide* (Example 1.3A), which sets out the odds of winning a major prize
- avoiding misrepresenting statements, graphics or images such as ‘Everyone is a winner at our club’ or ‘Win \$\$\$ win \$\$\$ win \$\$\$’
- avoiding false connections between the gambling environment and the probability of winning a prize, e.g. naming the gambling room ‘Winners Den’.

## 6.4 Reasonable strategy (financial betterment)

*Strategies will ensure that any advertising or promotion does not give the impression that gambling is a reasonable strategy for financial betterment.*

### **Compliance actions**

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, do not give the impression that gambling can be used as a strategy to improve one’s financial wellbeing such as:

- avoiding reference to words such as ‘investment’, ‘income’, ‘profit’ or ‘your personal bank’

- avoiding implications that winners can use the money to pay bills or cover domestic expenditure or other expenses (e.g. school fees) on a regular basis
- avoiding encouraging patrons to spend their last dollar with an expectation to win
- not promoting gambling as an easy and automatic:
  - alternative to employment or earning an income
  - financial investment
  - way of solving financial problems or achieving financial security
  - guaranteed and quick way to get rich.

## 6.5 Misleading statements

*Strategies will ensure that any advertising or promotion does not include misleading statements about odds, prizes or chances of winning.*

### Compliance actions

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, do not make false or misleading statements about the odds, prizes or chances of winning such as:

- avoiding using statements, graphics or images that could be interpreted as influencing the chances of winning, e.g. ‘Winning is easy at the club’/‘Our jackpot is due to go off’
- not suggesting that skill can influence games, e.g. ‘Experienced players win more’
- not using ‘luck’ in a manner that implies winning is a probable or likely outcome, e.g. ‘Luck is on your side’
- avoiding the use of common fallacies, superstitious beliefs or myths, e.g. ‘Friday is your lucky day’/‘Young, beautiful and a winner’/‘Win big if you press the button twice’/‘Play at 8 pm to increase your chances of winning’.

**Note:** the outcome of any particular game on a gaming machine is determined by chance and randomness and the following statements are absolutely true:

- There is no method or play pattern that can have an effect on whether a game is a winning or losing one.
- Machines do not ‘adjust’ to compensate for a string of losing games or for a string of winning games or a period of inactive or active play. In other words, machines do not become ‘due’ to ‘loosen up’ or ‘dry up’ because of past events.
- It is not possible to predict the outcome of the next game.
- There are no lucky or unlucky machines.

## 6.6 Community standards

*Strategies will ensure that any advertising or promotion does not offend prevailing community standards.*

### Compliance actions

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, reflect prevailing community standards in regard to matters relating to public decency and good taste such as:

- using statements that reinforce responsible gambling messages, e.g. ‘We take great pride in providing you with gambling entertainment and continually seek to raise our own standards and maintain those of our industry’/‘We strive to maintain a responsible gambling environment for our patrons’
- avoiding using words and/or images that may imply that:
  - one’s social, financial, or sexual success and general abilities can be attributed to gambling
  - gambling is more challenging or enjoyable if it is pursued with alcohol
  - only certain people (e.g. minority groups) have a problem with gambling.
- not using images of children in or near gambling areas, or imagery associated with and/or appealing to children
- not using discriminatory or offensive language or showing nudity to appeal to certain segments of the market, e.g. ‘Macho men are not afraid to bet big’.

## 6.7 Other activities to promote

*Strategies will ensure that any advertising or promotion does not focus exclusively on gambling, where there are other activities to promote.*

### Compliance actions

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, demonstrate a reasonable balance between messages about gambling and non-gambling services and activities that are available for patrons’ enjoyment such as:

- advertising and promoting gambling as one of a range of venue facilities and services offered by the club
- ensuring, where practicable, that any player loyalty/rewards program that accrues points can be redeemed across a multiple of venue activities, and not just for gambling purposes, e.g. ‘Redeem your rewards points in our bistro, bars, and bottle

shop’/‘Gift certificates also available’

- avoiding making gambling products and services the dominant part of any advertising or promotional campaign
- avoiding any external advertisements which focus exclusively on gambling.

## 6.8 Minors or vulnerable or disadvantaged groups

*Strategies will ensure that any advertising or promotion is not implicitly or explicitly directed at minors or vulnerable or disadvantaged groups.*

### **Compliance actions**

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, are not intentionally targeted to minors or vulnerable or disadvantaged groups as the main audience.

For minors, ensure advertising or promotions:

- do not appear in close proximity to schools or events involving minors such as children’s concerts, children’s sporting events, on billboards outside of venues or within 200 metres of a school
- do not use symbols, imagery, language, celebrities, cartoon characters or other testimonials that would primarily appeal to minors, e.g. using a popular children’s entertainment group or some other spokesperson/s or representative/s primarily popular with minors because of their fame
- do not portray minors gambling or using advertising talent that projects the image of a minor, e.g. using a person who can be mistaken for being a minor.

For disadvantaged or vulnerable groups, ensure advertising or promotions:

- do not link social and financial betterment issues to gambling as disadvantaged and vulnerable persons often lack social or economic access due largely to inadequate income, an inadequate standard of living in terms of housing, food, clothing and health care and/or lacking opportunities to fully participate in society through education, employment and social pursuits. Vulnerable persons may also include persons at risk of harm or harmful patterns of behaviour due to external influences or internal susceptibilities
- do not make provision of services, conditional to gambling, to a selected group of vulnerable persons, e.g. ‘Treasurer’s Special—seniors can buy half-priced drinks if they play pokies’

- do not run promotions on specific days with the express purpose of attracting low income groups to come and play gaming machines when they have money, e.g. on government payment days
- do not specifically target culturally and linguistically diverse communities in media, e.g. a Chinese language newspaper or using imagery which shows someone engaging in a culturally superstitious behaviour (e.g. rubbing a Buddha statue for luck/reading tea leaves/consulting an oracle/using a ‘lucky’ colour) which may suggest that this resulted in their winning
- do not depict someone on a pension (e.g. disability pension due to a mental illness or physical disability) or someone on social security payments experiencing a significant improvement in their wealth as a result of their winning a jackpot
- are not intentionally sent to an excluded patron or a person who has requested such material not be sent. However, it is acceptable to conduct direct mail campaigns to any other patron, if done so in a responsible manner.

Ensure media selection and placement of all advertising and promotions are in accordance with the relevant legislative and code of practice/guideline requirements for all forms of advertising and promotions in Australia, e.g. television, radio, print, online (including social media, if applicable).

## 6.9 External signs

*Strategies will ensure that any advertising or promotion does not involve any external signs advising of winnings paid.*

### **Compliance actions**

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, are not visible from any external part of the club such as:

- major amounts won at the club, e.g. external signs on footpath/rooftop or internal signs visible from outside which advertises the monthly payout amounts
- any current jackpot amount that is in direct line of sight from any external viewpoint. Current jackpot amounts must only be visible from within the designated gambling areas.

**Note:** *external signs include highway billboards, newspaper advertisements, television advertisements, radio advertisements, mail-out material, brochures, and any web-based information (except passive web pages which are web pages that supply information, which can only be viewed by choice and are non-interactive). Further, external signs are taken to include signs displayed inside premises which allow viewing from any external viewpoint, for example, through a window or glass wall.*

## 6.10 Irresponsible trading practices

*Strategies will ensure that any advertising or promotion does not involve any irresponsible trading practices by the gambling provider.*

### Compliance actions

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, do not contain messages designed to persuade patrons to gamble in an excessive and irresponsible manner (who in the absence of such encouragement would not have otherwise) such as:

- not offering free money or credit for the purposes of gambling
- not encouraging players to spend their last dollar
- not targeting promotions at disadvantaged groups or regions
- not offering inducements that would result in a substantial alteration to the person's normal betting stake or activity
- not offering free or discounted alcohol for gambling patrons only, e.g. gaming room happy hour
- not offering free meals only for gaming patrons, e.g. free breakfast for gaming patrons before 10 am
- not implying the participation in a player loyalty/rewards program improves the chances of winning on a gambling product
- not offering a player loyalty/rewards program that encourages irresponsible play to receive a reward or entry into an additional prize draw, e.g. 'Join today and win more often'
- not promoting gambling only, where there are other activities or services to promote, e.g. restaurant, café, etc.
- ensuring that gambling advertising or promotions comply with relevant legislation and the Code of Practice
- ensuring compliance with the Association for Data-driven Marketing and Advertising *Direct Marketing Code of Practice* ([www.adma.com.au](http://www.adma.com.au)), e.g. ensuring patrons have the option to opt-in or opt-out of receiving club newsletters or other promotional material at any time.

**Note:** *an inducement refers to an excessive benefit that is offered to persuade a person to gamble more than what he or she would normally do, e.g. prizes/gifts directly linked to winning a particular game/promotions conditional to a person gambling/offer of free credit to patrons/potential patrons. Inducements have the potential to impact on people who are at risk of, or have, a gambling problem.*

## 6.11 Consumption of alcohol

*Strategies will ensure that any advertising or promotion does not promote the consumption of alcohol while engaged in the activity of gambling.*

### Compliance actions

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, do not show consumption of alcohol as an acceptable behaviour while engaged in the activity of gambling. This includes:

- avoiding references to the offer of free alcohol as a reward for gambling at the club
- not showing images:
  - of alcohol being served at gaming machines
  - players holding a glass that clearly contains alcohol
  - people playing gaming machines in an intoxicated state.

## 6.12 Consent of the person

*Strategies will ensure that any advertising or promotion has the consent of the person prior to publishing or causing to be published anything which identifies a person who has won a prize.*

### Compliance actions

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable, do not identify a person who has won a prize without his or her consent such as:

- seeking permission from people before using their personal information, e.g. name, photograph in gambling advertising as per privacy laws or best practice standards
- ensuring that the club safeguards privacy, e.g. only allows authorised persons to access the personal records of players and keeps this information in a secure location at the club
- not publishing photos of jackpot winners in the club newsletter or other media without obtaining their consent
- not ignoring requests by players to safeguard their privacy when they win a major prize.

**Note:** *consent can be explicit or implied. Where possible, seek explicit consent. This section does not apply to non-winning play images, e.g. images of persons involved in gambling but not in the process of celebrating a win.*



## 6.13 Responsible gambling messages

*Strategies will ensure that any advertising or promotion incorporates responsible gambling messages (where applicable).*

### **Compliance actions**

Ensure gambling advertising and promotions, including player loyalty/rewards programs, if applicable include words and/or images that convey the message that gambling is fun when done so in a responsible manner such as:

- including words and images that reinforce personal responsibility, e.g. ‘Bet with your head, not over it’
- not using responsible gambling messages in an ambiguous or misleading way such as:
  - ‘Play responsibly to win big’
  - ‘Take a break and prepare for the next round of play’
  - ‘Everyone is a winner’
  - ‘Brisbane’s most rewarding venue’.

## Examples of acceptable/unacceptable actions

### **Acceptable**

Promoting or advertising gambling products and services in the context of the overall entertainment package offered by the club.

Including responsible gambling messages in gambling advertisements and promotions.

### **Unacceptable**

Making incorrect or irresponsible claims about gambling products and chances of winning.

Showing the consumption of alcohol while gambling or other images that may encourage faulty cognition in relation to responsible gambling.

## Best practice and beyond

Actively reinforcing or otherwise making patrons aware in gambling advertising and promotional materials that gambling is a recreational pursuit.

Understanding the linkages between gambling and other social disorders in order to ensure gambling advertising and promotions do not inadvertently encourage them.

# Gambling help information

## Phone

Gambling Helpline (**1800 858 858**) is a free, confidential help service which operates 24 hours a day, seven days a week offering information and assistance over the phone including crisis support and referral to the nearest Gambling Help service for face-to-face counselling.

## Face-to-face

Queensland Gambling Help services are staffed by qualified counsellors and community educators who provide assistance and support services to individuals concerned about their own gambling or those that are worried about friends, family members or workmates. The counsellors and educators are located within a network of regions across Queensland under the auspices of:

- Centacare
- UnitingCare Community
- Relationships Australia Queensland
- Lifeline Darling Downs and South West Qld.

The network is funded by the Queensland Government from gambling revenue and operates during business hours across Queensland. The Gambling Help services offer:

- professional, confidential and free face-to-face counselling for issues such as addictions and relationship and financial problems that can result from problem gambling
- individual, couple or family based sessions for both the person with the gambling problem or significant others
- phone counselling for clients in remote areas
- counselling for referral to other agencies, where appropriate
- individual support to clubs and patrons for venue-initiated exclusion and self-exclusions, where applicable
- training for gambling industry staff
- culturally appropriate assistance.

Phone the Gambling Helpline on **1800 858 858** for referral to the nearest local Gambling Help service or contact your local Gambling Help service directly.

## Online

Gambling Help Online is a national website that provides live online professional counselling and email support 24 hours a day, seven days a week. The website includes extensive information and self-help tools to assist in identifying, and dealing with, problem gambling. It is a free, anonymous and confidential service and is available at [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)

## Other services (available 24 hours)

Gamblers Anonymous **0467 655 799**

Lifeline **13 11 14**

## Frequently asked questions

### *What are the effects of problem gambling?*

Apart from the obvious financial harm, gambling can cause a variety of personal, social, vocational, financial and legal harm within the community. This harm may include:

- psychological problems, with 40–60 per cent of problem gamblers experiencing clinical depression, displaying suicidal behaviour and anxiety problems (*Battersby & Tolchard, 1996*)
- poor physical health (*Delfabbro & LeCouteur, 2008*)
- relationship issues and family difficulties, with problem gamblers reporting that they have lost (or jeopardised) relationships, neglected the needs of their families and lied to family/friends as a result of gambling
- vocational issues, including absenteeism, loss of employment, and/or committing crimes within the workplace to fund problem gambling
- financial difficulties, including debt, bankruptcy and homelessness.

The local community is also impacted by problem gambling, and services such as Centrelink, Legal Aid, emergency relief providers (e.g. the Salvation Army), Lifeline, mental health service providers and other social welfare agencies are all accessed by the gambler or their family. Insurance companies, landlords, utility service providers and local businesses are also affected by claims or bad debts.

### ***Why do some people develop problem gambling behaviours and others do not?***

There are a number of theories and approaches that account for why individuals develop problem gambling behaviours. Risk factors associated with problem gambling behaviour include age, gender, impulsivity, biological/genetic vulnerabilities, family history, peer group influence, and environmental variables.

Sometimes, individuals simply learn problem gambling behaviours as a conditioned response to the positive feelings associated with winning. Some find that they gain a sense of importance and enjoy the notice and approval shown by others towards them at the venue when they do win.

It has often been reported that they may use gambling as a means of overcoming a number of different negative emotions such as feeling lonely, boredom, dealing with grief, depression/anxiety or to satisfy a need for excitement/entertainment and/or compensate for poor coping skills. Some problem gamblers exhibit this behaviour as a result of pre-existing mental health problems such as post traumatic stress disorder or depression and bipolar disorders.

Children are often first exposed to gambling within the family unit. Where problem gambling is prevalent in the family unit, those children may be at a higher risk of starting to gamble or use alcohol and tobacco at an early age. It is critical to understand that

problem gamblers don't overcome their problem by simply having more self control. Problem gambling is more complex than just a control problem.

### ***Why is it important to know your local Gambling Help service provider?***

The Code of Practice supports early intervention and prevention strategies, and where opportunities arise, gambling providers are to establish effective mechanisms to link with local gambling-related support services and community networks where responsible gambling-related issues could be raised.

Gambling Help counsellors and educators are also available for staff training and to provide information about problem gambling behaviours. It's often hard to recognise who has a problem and who hasn't. Staff training sessions are also a good way to get to know your local Gambling Help counsellor. Occasionally venue staff also seek confidential free counselling as a result of work-related issues around problem gamblers. The Gambling Help service is available to help the venues and the staff with gambling-related issues.

It is a legislative requirement that gambling providers provide information on gambling-related support services for patrons seeking assistance or who wish to self-exclude. Patrons with problem gambling behaviours will often approach the venue to self-exclude from the venue, or it may become apparent to staff at a gaming venue that a patron or family member may be experiencing distress as a result of problem gambling.

### ***What are some signs which may indicate that someone is displaying 'problem gambling' behaviour?***

For a comprehensive list of indicators refer to the *Possible problem gambling risk indicators* in **Practice 2** of this Resource manual (p. 9).

## **Examples of risk indicators**

### ***1. Loss of control***

Obvious distress where someone is crying while playing or changing money at the cashier/bar. Slumped over body posture, head in hands and quiet misery can also be a sign of 'problem gambling'.

- 'I went back to the window to get another \$20 again six times with tears streaming down my face...no-one said anything to me, I just couldn't leave'—Annie, 67 years (pensioner).

### ***2. Loss of control***

Aggressive behaviour towards gaming machines or other patrons or staff.

- 'This man started hitting and kicking the machine. I said that if he didn't stop I would call security, I asked him if he had a problem...it turned out that he had just lost his entire pay. He was OK with me giving him some info about counselling but I haven't seen him again'—Suzie, 32 years (gaming manager).

### 3. Personal remorse

Comments such as ‘There goes the rent’ or ‘I can’t afford to do this’ or worse ‘If this doesn’t win I may as well end it all’.

- ‘She said laughing “There goes the rent” which left me feeling uncomfortable. I went back and checked it out with her. She insisted it was a joke but I kept an eye on her for a few weeks afterwards’—Jan, 54 years (waitress).

### 4. Depression, or thoughts about suicide

- ‘There was this man at my blackjack table...he told me that if he didn’t win that he would be looking for a rafter to swing from. He wasn’t joking’—Paul, 20 years (croupier).

### 5. Negative impacts of gambling

Problem gamblers may sometimes spend relatively small amounts of money, but if they can’t afford to lose that money, then they have a problem with their gambling. The loss of even a small amount of money could increase a patrons anxiety, resulting in a negative impact on themselves, their family and workplace. Questions such as ‘Is this machine working?’, ‘It must be broken/fixed...it should have won by now’ or ‘I’ve paid for this machine...I should own it now’.

- ‘I had a staff member who was not very reliable, always tired and during a discussion about her performance admitted that she had a problem. She insisted that she never played at work but that she was regularly losing at the casino. I offered to get in touch with John, our local counsellor, reassuring her that it was completely confidential. She tells me that she has chosen to access a Gambling Help service counsellor closer to home’—Pat, 42 years (gaming manager).

### 6. Loss of control/personal remorse

Long periods of play or frequent repeated periods of play.

- ‘They must have known I had a problem...I stole over \$250,000 to feed my habit and spent it all there. I practically lived there’—George, 45 years.

### How successful is counselling in the treatment of ‘problem gambling’?

Studies suggest that problem gambling behaviours have a much higher rate of recovery once the gambler enters treatment, compared to problem drinking or other substance abuse behaviours.

- ‘My counsellor and the group work that I did really helped me understand why I gambled and helped me to deal with my feelings better. It isn’t easy, but things are so much better now...I have a life’—Joseph, 54 years.
- ‘I finally have my jewellery out of hock and I can start saving for things I want. I still get strong urges but I know that I have to do this for my sake and my husband’—Jenny, 35 years.
- ‘The financial counsellor had some really good cash safety strategies, I feel that there is some hope now. That I can stay safe from harming myself and my family’—Terry, 27 years.

In addition to providing counselling (including financial counselling), education and support for problem gamblers and their families, all the services above provide a wide range of other services. These services may include a combination of relationship counselling, mediation, employment assistance programs, support for young people and their families, support for victims of crime, education and support groups in many areas such as domestic violence. For information and assistance on possible services contact your local Gambling Help service directly.

### What should I do if I have a patron that:

- **spends an unusually long time gambling?**
  - **appears distressed?**
  - **tells you they feel their gambling is out of control?**
1. Demonstrate your concern and display respect for the patron.
  2. Refer the patron to the CLO/supervisor/manager.
  3. CLO/supervisor/manager approaches patron to discuss issue and asks if they would like to contact the Gambling Help service to make a free counselling appointment:
    - a. If the patron agrees, provide them with the contact details for the Gambling Help service and offer them the use of a phone and a quiet location within the venue. CLO advises the patron about their right to self-exclude from your venue.
    - b. If the patron does not agree, provide the patron with contact details for the Gambling Help service to take home with them. CLO advises the patron about their right to self-exclude from your venue.