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# Provide Responsible Service of Gambling (RSG)

## Learner Guide

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<b>Participant Name:</b>	
<b>Date:</b>	
<b>Trainer Name:</b>	
<b>Unit(s) of Competency:</b>	<b>SITHGAM001 Provide Responsible Service of Gambling</b>



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## Welcome

Why am I doing this training?

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Why is it important to me to successfully complete the RSG training?

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What outcomes do I want from today's training?

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## Overview

### Background

Mandatory training of (SITHGAM001) RSG came into place late 2010. Any person involved in the area of gaming to the public must complete a RSG course with an ASQA accredited Registered Training Organisation (RTO).

This includes staff who work directly in the gaming area of a venue and includes the Poker machines, Keno, Pub Tab which you find in your clubs and hotels as well as all the forms of gaming associated with Casinos e.g. blackjack, roulette, craps, two up etc.

Many venues will request their staff have an RSG certificate even if they are not directly involved in the gaming area as they will still come in contact with gamblers even when they are working in areas such as the bars or bistro.

This is a unit from the SIT13 Hospitality Package and is nationally recognised although some states may require you to do their own RSG internal programme so as to be up to date with any irregularities which may exist within their state. NSW is an example of this.

### Learning Process

This course over the next 3 hours will involve lecture, group and individual questioning/discussion and written assessment at the end. Also during the course there may be video to view practical scenarios.

The program focuses on content that will ensure the required performance criteria from the RSG elements of competency are met.

These are:

1. Provide responsible service of gambling
2. Provide information and assistance to customers about problem gambling

## Statement of Attainment

Upon completion of this course, you will be issued with a Statement of Attainment which will be mailed out to you within 14 days. To receive this Statement of Attainment you will be required to:

- Actively participate in group discussions and activities
- Complete the participant workbook activities
- Complete an open book written exam and attain 100%

Your trainer will work with you to ensure this standard is achieved. Your trainer is employed/contracted to the Registered Training Organisation – Industry Training Services (T/as ITS Bar Skills). Once you have your RSG there is no need to do again after any period of time; if you need a replacement contact our office and for a small administrative fee a new copy will be created. Note: for an employer you only need to give them a photocopy for their records.

To work as a Gaming Attendant in QLD there is no longer any need to have a government issued Gaming Attendant License, this may vary in other states.

## OLGR controls legal aspects of gambling Queensland

OLGR (Office of Liquor Gaming and Regulation), previously known as Gaming Licensing, is the government department which regulates the gaming industry in QLD. It is their role to enforce the Seven Gaming Acts are upheld in this state, this includes the issuing of gaming licences, collection of fees, review of the Acts and follow up of compliance by Licensees. Previous focuses of the Act had been on the strict boundaries that Gaming Licensees must comply with to operate their venues e.g. times of trade, fees to pay, geographical boundaries of their licence etc.

## Background

Until the late 1980's the options for gambling in QLD had been relatively limited. Primarily they had been confined to visiting the local TAB (usually located in shopping areas), going to the track to place a bet on the horses or the dogs, buying Casket or Gold Lotto/Pools type tickets from Newsagents or maybe Bingo in a church hall. Things were about to change..

- 1986 saw the opening of QLD's first Casino – Jupiters – on the Gold Coast, followed soon after by the Townsville Casino, Treasury in Brisbane and the Reef in Cairns.
- Poker machines were introduced into Clubs in 1990 and followed some months later with the phasing into of hotels. Prior to this Queenslanders would have to travel to NSW to get their 'fix' on the Pokies
- Also around this time Pubtab came into play meaning punters had many more venues to place a bet. Keno was the next big gaming event to hit the state.

In a relatively short space of time the options for gamblers had increased significantly and with this came potentially serious consequences for society.

## What is the difference with gambling types?

Gambling \_\_\_\_\_

Gaming \_\_\_\_\_

Wagering \_\_\_\_\_

## Poker Machine Fact and Figures

- There is one poker machine for every 112 people in Queensland.\*
- In 2015-16 players spent 2.27 billion dollars on poker machines.\*
- Poker machines use ways to enhance the hope of winning, like 'free spins' designed to make you think you're getting close to a bigger win and keep you playing for longer or the offer of multiple lines which imply an increase in odds. But no matter what, the odds are the same and the more you play the more you lose.
- The odds of winning the major prize or jackpot do not change from game to game, whether or not multiple lines are being played – the odds stay the same.
- In Queensland, the odds of winning the top prize on a poker machine (playing maximum lines) is up to 1 in 7 million.

\* Office of Liquor and Gaming Regulation (OLGR) annual statistical report for liquor and gaming in Queensland, 2015-16. Population growth highlights and trends, Queensland, 2015 edition, Queensland Government Statistician's Office, Queensland Treasury

## The True 'Odds of Winning' with Pokie Machines

- You have a 1 in 7,000,000 chance of winning the top prize on a gaming machine (playing maximum lines).
- Most gaming machines in Queensland pay between 85% and 92% return. This means that for every dollar bet on a gaming machine, between 85 and 92 cents is typically returned to gamblers, over time. In casinos the minimum is 85% return and there is no upper limit (casinos set the upper limit on the return to players). The remainder of the money goes to the venue.
- You can't expect to receive an 85% to 92% return for every dollar you bet. This return is achieved over the life of the machine. Machines run approximately 1 million turnovers and usually function for 3 to 4 years.
- There are no strategies for winning on a gaming machine. You can never predict the outcome for a play.

## So how do the Pokies work?

- Gaming machines (pokies) earn revenue for venues; they are not designed to make money for players.
- Modern electronic gaming machines are run by a computer program that randomly generates thousands of possible outcomes for each play.
- Its random you can't influence the machines
- The machine is never 'due' to payout

### Fiction!

- There are "hot machines"
- Venues know when a poker machine or jackpot will go off and may turn them off when it is 'hot'
- Some machines are due to pay.
- Players can control the outcome of a game.
- You can't lose too much money on a one cent machine.
- Machines are more likely to pay out at certain times
- You can influence the machines by pushing buttons in a particular way
- You can make up for losses by continued play

### Why do people gamble?

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It is only when gambling causes problems for the individual, for their families, their friends, and their social network or the broader community that it is regarded as 'problem gambling'.

According to the Ripple Effect Theory the behaviour of a problem gambler may impact another 5 to 10 other people in their family/social circle.

What are some of the impacts on a problem gambler for each of the following?

1. Individual \_\_\_\_\_
2. Family \_\_\_\_\_
3. Financial Impact \_\_\_\_\_
4. Friends \_\_\_\_\_
5. Work/Study \_\_\_\_\_
6. Community \_\_\_\_\_

## What is meant by Responsible Gambling?

*Responsible gambling is the provision of safe, socially responsible and **supportive** gambling environments where the potential for harm associated with gambling is **minimised** and people can make **informed** decisions about their participation in gambling. It occurs as a result of the collective actions and shared ownership of individuals, communities, the gambling industry and government.*

## What is meant by Harm Minimisation Strategy?

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### Harm Minimisation Strategies – Some examples:

- Implement and follow Code of Conduct
- Provide help information
- Provide a Customer Liaison Officer
- Having well trained staff
- Manage minors
- Good financial policy with regard to gambling
- Enforce Exclusions of banned patrons

## QLD Gambling Acts and The Code of Practice

In Queensland, a gambling product is illegal unless it is regulated by one of the seven Gambling Acts:

- **Gaming Machine Act 1991 (controls Poker machines in QLD)**
- Casino Control Act 1982
- Charitable and Non-profit Gaming Act 1999
- Interactive Gambling (Player Protection) Act 1998
- Keno Act 1996
- Lotteries Act 1997
- Wagering Act 1998

As well as these Gambling Acts the QLD Responsible Gambling Strategy is used as the framework to develop and deliver responsible gambling initiatives. It addresses the impact of problem gambling on individuals, families and communities and has a focus on developing treatment and support options.

With the introduction of so many Gambling options in recent years the government was concerned with a need to reduce as much possible the instances where harm could occur as a result of an increase in the number of problem gamblers.

**The Queensland Responsible Gambling Code of Practice** was an initiative created to support and promote the Queensland responsible gambling strategy.

It is a voluntary whole of industry commitment to best practice in the provision of responsible gambling.

The purpose of the code is to create a responsible gambling environment to minimise harm to gamblers, their families and community.

The key focus of the Code of Practice is that by venues implementing these procedures it is hoped there will be less harm, be it financial, mental or physical upon people who have a problem with gambling and also those around them.

The goal of the code is to increase patron control over their gambling and minimise the harm caused by gambling. Within each point of the code there are a number of strategies to reduce harm to the patron.

### **There are some good things about gambling?**

There are a number of benefits related to gambling activities. This is why some forms of gambling have been legalised in Queensland at particular venues. Discuss the benefits that can come from gambling and name (5) beneficial aspect of gambling in Queensland.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

To ensure Gaming Venues try to do the right thing by their patrons they are expected to follow the QLD Gambling Code of Practice. There are six points to the **QLD Gambling Code of Practice**. Fill in the spaces below:

1. \_\_\_\_\_ to enable customers to make informed decisions about their gambling.
2. \_\_\_\_\_ create effective mechanisms to link with local gambling related support services and community networks.
3. \_\_\_\_\_ - self exclusion and venue initiated exclusion procedures.
4. \_\_\_\_\_ in the gaming area, making the players aware of the passage of time and not allowing minors and intoxicated people to gamble.
5. \_\_\_\_\_ - procedures for the cashing of cheques and payment of winnings , not offering betting on credit and having ATM facilities located appropriately.
6. \_\_\_\_\_ devising advertising and promotions with due consideration given to the potential impact on people adversely affected by gambling.

## Code of Practice #1 - Provision of Information

The code of practice states that each gambling provider is to provide information to ensure that customers can make informed decisions about their gambling. Some of the types of information the venue is to provide to satisfy the code include:

- *A responsible gambling statement 'Mission Statement'*
- *Responsible gambling signs in venues including Gambling Help Services*
- *The nature of the games and their rules*
- *The odds of winning or returns to the player;*
- *Exclusion provisions,*
- *Complaints process*
- *Financial Policy Statement*

It is important that the **gaming machines record all payouts** that occur as part of the auditing process by the Office of Liquor Gaming and Regulation.

### **What are the odds of winning?**

1<sup>st</sup> division in Gold Lotto \_\_\_\_\_

Top prize on a poker machine playing maximum lines \_\_\_\_\_

1<sup>st</sup> division in Powerball \_\_\_\_\_

Picking the trifecta in a 13 horse race \_\_\_\_\_

The number 10 jackpot on Keno (1 game) \_\_\_\_\_

## Code of Practice #2 – Interaction with customers and community

The key person in a venue with the main responsibility of liaising with patrons and gambling support services is the Customer Liaison Officer (CLO). Their responsibilities are to:

1. Provide appropriate information to assist patrons with gambling related problems.
2. Support staff in providing assistance to those patrons
3. Provide assistance to staff with gambling related problems

All venue staff need to know where information is displayed in the venue, what info is available and what's contained in each document. When a request for information from a patron of a sensitive nature (e.g. Confide in you that they have a gambling problem) refer the matter to your venue's CLO for advice.

There are also times when a staff member may perhaps be emotionally effected dealing with problem gamblers, particularly if they may know the patron. Staff members may even have their own gambling problem.

## Queensland’s Gambling Help Service

There are three main ways that the QLD government provides free of charge counselling which can support people with gambling problems.

1. **Face to Face –**
  - Serviced by qualified counsellors supported by Centacare, Uniting Care, Lifeline or Relationships Australia
2. **Phone up help service – 1800 858 858**
  - Free service, operates 24 hours, 7 days a week
3. **Online support websites – [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)**
  - National Website run by qualified Counsellors and email support, 24 hours, 7 days a week.

The Code of Practice requires gambling providers establish effective links with the Gambling Help providers. What could be the advantages of doing this?

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**What sort of complaints would you get with Gambling?**

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### **Dealing with customer complaints**

As with many types of industries the Gambling industry can get its share of complaints. Although perhaps the most common one could be “why doesn’t my machine ever pay out?” These and other ones need to be treated correctly with the patron. The best steps to follow to professionally handle and grievances are listed below:

1. Clarify the complaint
2. Resolve the complaint
3. Advise the patron of the complaint resolution outcome

4. Advising the complainant of available avenues of redress
5. Recording the complaint

Recording the complaint should be recorded as evidence that it has been handled correctly by the venue.

### Code of Practice #3 – Exclusion Provisions

Gambling-related exclusions can be instigated in 2 ways:

1. Exclusion requested by a patron, called 'self-exclusion'
2. Exclusion directed by a gambling provider, called 'venue-initiated exclusion'.

Type of Exclusion	Step 1	Step2	Step 3	Step 4	Step 5	Step 6
<b>Self-Exclusion</b>	CLO will hand over Gambling Help Services information to the patron.	CLO will explain self-exclusion process.	Patron must fill out Form 3A – <b>Self-Exclusion Notice</b>	Patron is issued Form 3B – <b>Self-Exclusion Order</b> . **24 hours 'Cooling off Period'	<i>CLO documents on Register of Excluded Persons</i> ** Exclusion enforced until revoked or lapses after 5 yrs	<i>Remove the excluded patron from any promotional and advertising databases</i>
<b>Venue Initiated Exclusion</b>	Made aware of patrons activity – <i>maybe a third party person.</i>	CLO engages with the patron and gives over <u>Gambling Help Services</u> information	CLO then explain self-exclusion process, aiming to get the patron to self-excluded	Active monitoring of the patron occurs. Venue decides to exclude the patron and issues an <b>Exclusion Direction</b>	Exclusion is Enforced and comes into effect. CLO documents of <b>Register of Excluded Persons</b> ** Exclusion enforced until revoked or lapses after 5 yrs	<i>Remove the excluded patron from any promotional and advertising databases</i>

*\* This Exclusion is in place for a 5 year period unless revoked by the patron after 12 months from receiving the Form 3B*

The CLO takes control of that Exclusion process as listed above. In addition, they will ensure action is taken to ensure no further promotional materials of gambling products the venue has is sent to the excluded person (by mail or email). The CLO will also ensure these persons are treated with dignity and respect and all exclusions are treated in a **strictly confidential**

way, respecting the privacy of the person. Failure to do this could cause embarrassment for the gambler and lead to an unwillingness to participate in the Exclusion

Using the information above, explain the following:

Exclusion Notice \_\_\_\_\_

Exclusion Order \_\_\_\_\_

Exclusion Direction \_\_\_\_\_

Complete each of the statements below by using the durations in the boxes. Only three are correct.

5 years	2 years	1 year	24 Days	18 months	24 hours
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The 'cooling off' period for a person who has applied for self-exclusion is \_\_\_\_\_

An Exclusion remains in force, unless revoked, for \_\_\_\_\_

Before applying to have an exclusion revoked, an excluded person has to wait \_\_\_\_\_

An Exclusion is legally binding and penalties can apply for the licensee or employee if reasonable steps are not taken to prevent the excluded gambler from entering or remaining in the licensed premises or gaming area. Max penalty for the licensee is \$25000 and \$4000 for the employee.

The sort of action that could lead to a 'venue initiated exclusion' could include:

Continued extended periods of play over consecutive days, asking other patrons for a loan, aggressive behaviour in the gaming room.

In addition to Self Initiated and Venue Initiated Exclusion there is a third type – 3<sup>rd</sup> Party Initiated Exclusion. This might be where a family member of the problem gambler requests the venue to put a ban in place for the benefit of the gambler.

#### **Acceptable ways for the CLO to deal with Problem Gamblers**

- Explain the Exclusion process in detail
- Encourage patron to seek legal advice (Self exclusion only)
- Encourage them to contact the Help services

#### **Unacceptable actions for the CLO**

- Ignore the problem gambler
- Delay the process of Exclusion
- Allow the customer to continue gambling

## So what are the signs of Problem Gambling?

Sign	Example
Faulty cognition	Player reports a perception of chances of winning which would seem unrealistic
Loss of control	The player will report: that they have a problem with gambling; they have tried unsuccessfully to stop. They are observed threatening staff or other patrons or behaving in an aggressive manner
Negative impacts of gambling	The player reports: having relationships issues due to gambling; lost their job; trying to scam money from others for gambling
Use of alcohol or drugs with gambling	Player is observed being unduly intoxicated or under influence of drugs while gaming
Depression or thoughts of suicide	Player reports they are suffering from depression or thoughts of suicide
Involvement in multiple gaming at any one time	Player observed participating in 3 or more gambling activities at any one time e.g. 3 poker machines

If you were to see a patron showing some of these signs your role is to:

- Provide patron with info about the role of the CLO and local gambling help provider
- Refer the patron to the CLO if they seem willing to discuss
- Advise the CLO
- Protect the patrons identity

### **Don't!!!**

- Project your own beliefs or opinions to the gambler
- Approach someone that may be showing signs of gambling and seek to 'pry' into their circumstances
- Try to be a counsellor to someone who is distressed
- Become involved in third party scenarios (e.g. trying to mediate)

## Code of Practice # 4 – Physical Environment

As mentioned earlier licensed gambling venues have an obligation to ensure the gaming venue meets the basic requirements of how it should be laid out. Complete these sentences below on venues features that create a safe and supportive gambling environments:

\_\_\_\_\_ are prohibited from designated gambling areas. Signs advising patrons that minors are prohibited from the gaming area should be clearly displayed. In QLD, minors are only permitted to play:

- Bingo (unless alcohol forms part of the prize)

- Lucky envelope games (unless alcohol forms part of the prize)

Service of alcohol on gambling provider’s premises is managed in such a way as to encourage customers to take breaks in play.

Patrons who are \_\_\_\_\_ are not permitted to continue gambling.

Venues offering adjunct \_\_\_\_\_ must provide safe and suitable standards of care in accordance with relevant child care legislation.

Staff working in gambling areas are not to \_\_\_\_\_ gambling patrons to give them gratuities (i.e. tips)

Ideally gaming venues should provide windows to give some \_\_\_\_\_ to the gaming room.

Venues implement practices to ensure that patrons are discouraged from participating in \_\_\_\_\_ and \_\_\_\_\_ play. Venues should use a combination of methods that require a player to take breaks in play, such as: offering tea/coffee facilities in another room and also not having drinks service in the gaming area.

The venue environment is safe for \_\_\_\_\_ all of the time. Regular safety audits should be conducted to ensure the physical practices are maintained.

Equipment such as \_\_\_\_\_ devices and change machines are positioned away from gambling areas.

Your role is to be able to provide information to patrons on any of the responsible gambling venue features above: ensure appropriate signage is displayed; refer serious queries to the CLO; clarify a patron’s age when appropriate (e.g. look under 25 years old)

As a staff person these are the type of things you should look out for in the environment of the gaming room.

**Problems to look out for and what would you do?**

- *You saw a Minor?*  
\_\_\_\_\_
- *Came across and Intoxicated patron?*  
\_\_\_\_\_
- *Patron with signs of problem gambling?*  
\_\_\_\_\_
- *A patron who has disorderly behavior?*  
\_\_\_\_\_

## Code of Practice # 5 – Financial Transactions

Venues must provide an environment where patrons are able to make independent, informed decisions in relation to their spending on gambling products. In order to do this, legislation and the code of practice have a number of requirements relating financial transactions. Financial transactions policy document should outline the practices of the venue should be available to any patron.

- ATM facilities are not to be located in close proximity to designated gambling areas, or in the entry to gambling areas, where safe and practicable.
- 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.
- Credit betting (lending of money) Gambling providers are not to provide credit or lend money to anyone for the purpose of gambling.

Credit betting is illegal and under no circumstances can it take place, penalties up to \$20000 apply.

Answer these questions:

1. Why should ATM's and EFTPOS facilities not be located in a gambling area?  
\_\_\_\_\_
2. Why shouldn't a patron be able to access a cash advance on their credit card account through you venue's ATM  
\_\_\_\_\_
3. Why can't a venue operator lend money to a very regular patron to gamble with, even if the patron makes an arrangement to repay the money promptly?  
\_\_\_\_\_
4. Why can't a regular patron cash multiple cheques at a venue without prior arrangement?  
\_\_\_\_\_
5. A patron wins \$1200 at your venue. Why could they be paid in cash up to your venues cheque clearance limit of \$250 and give a cheque for the remainder of \$950. Can they cash the cheque and keep gambling?

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## Code of Practice # 6 -Advertising and Promotions

The code of practice outlines thirteen practices which ensure advertising and promotions are delivered in a responsible manner. For example:

- Strategies will ensure that any advertising or promotion complies with the Code of Ethics as adopted by the Australian Association of National Advertisers.
- Strategies will ensure that any advertising or promotion is not false, misleading or deceptive.
- Strategies will ensure that any advertising or promotion does not implicitly or explicitly misrepresent the probability of winning a prize.
- Strategies will ensure that any advertising or promotion does not give the impression that gambling is a reasonable strategy for financial betterment.
- Strategies will ensure that any advertising or promotion does not include misleading statements about odds, prizes or chances of winning.
- Strategies will ensure that any advertising or promotion does not offend prevailing community standards.
- Strategies will ensure that any advertising or promotion does not focus exclusively on gambling, where there are other activities to promote.
- Strategies will ensure that any advertising or promotion is not implicitly or explicitly directed at minors or vulnerable or disadvantaged groups.
- Strategies will ensure that any advertising or promotion does not involve any external signs advising of winnings paid.
- Strategies will ensure that any advertising or promotion does not involve any irresponsible trading practices by the gambling provider.
- Strategies will ensure that any advertising or promotion does not promote the consumption of alcohol while engaged in the activity of gambling.
- 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.

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

A penalty of \$4000 can apply for breaches of these rules.

Consider the following and tick as to whether they would be acceptable or unacceptable promotions:

Promotion	Acceptable	Unacceptable
Come and check our latest new Pokies		
Be a winner not a loser		
Come and try keno tonight		
2 free cocktails if you play blackjack tonight		
Reduce your debts by coming to our new gaming venue		
Free soft drink when playing pokies		
Enter our meat tray raffle tonight for a chance to win		
More chances of winning if you stay after 10pm tonight		
Collect loyalty points to spend at our restaurant		