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# Responsible Gambling Board Oversight

RGBO COURSE

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# Participant Workbook

## Responsible Gambling Board Oversight

### RGBO Course

#### Liquor & Gaming NSW

Department of Creative Industries, Tourism,

Hospitality and Sport

New South Wales Government Australia

Version	Date created	Created by
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# Introduction

## Responsible Gambling Board Oversight (RGOB) training

Welcome to the Responsible Gambling Board Oversight (RGOB) course. This course is specifically designed for NSW Club Directors in venues with gaming machines to meet their legislated training requirements.

This course will provide a solid foundation for new Club Directors and enable experienced Club Directors to further develop their skills and knowledge in operating a gambling venue.

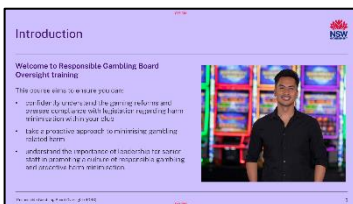
By the end of this course, you will be equipped with the knowledge and confidence to effectively contribute to your club's commitment to responsible gambling, ensuring both compliance and the wellbeing of your patrons.

# About this course

## Course aims

This course aims to ensure you can:

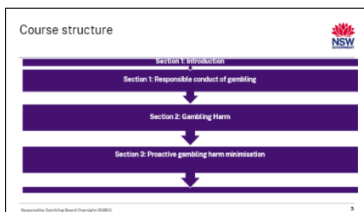
- confidently understand the gaming reforms and oversee compliance with legislation with regard to harm minimisation within your club
- take a proactive approach to minimising gambling related harm
- understand the importance of leadership for senior staff in promoting a culture of responsible gambling and proactive harm minimisation.



## Course structure and delivery

This course is divided into three sections:

- SECTION 1: Responsible conduct of gambling
- SECTION 2: Gambling Harm
- SECTION 3: Proactive gambling harm minimisation

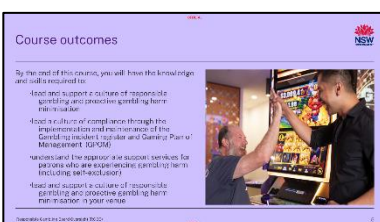


**Course delivery:** This course is designed to be delivered in a classroom setting. Classroom delivery modes include face-to-face or virtual course delivery.

## Course outcomes

By the end of this course, you will have the knowledge and skills required to:

- lead and support a culture of responsible gambling and proactive gambling harm minimisation
- lead a culture of compliance through the implementation and maintenance of the gambling incident register and Gaming Plan of Management (GPOM)
- understand the appropriate support services for patrons who are experiencing gambling harm (including self-exclusion)
- lead and support a culture of responsible gambling and proactive gambling harm minimisation in your venue.



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# Section 1

## Responsible conduct of gambling

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# Section 1

## Responsible conduct of gambling

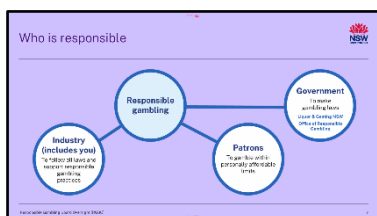
### Responsible conduct of gambling

‘Responsible gambling’ means gambling in a way that is enjoyable, that only involves as much money and time as the person can afford, and that does not lead to gambling harm.

### Who is responsible?

Maintaining a responsible gambling environment is the responsibility of three key groups: government, the gambling industry (including staff), and patrons themselves.

Each group has a different role to play:

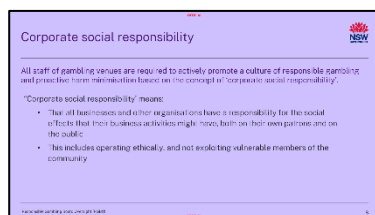


- **Governments** are responsible for establishing the legislation (laws), policies and regulations that apply to gambling, taking into consideration the latest research about how to minimise gambling harm.
- **The gambling industry** (which includes gambling operators, venues and staff) is responsible for following all the relevant legislation, policies and regulations and demonstrating corporate social responsibility.
- **Patrons** are responsible for gambling within their own personally affordable financial and other limits. Patrons are also responsible for taking appropriate help-seeking steps if they have difficulty in gambling within their means, such as calling the helpline, speaking to a counsellor, self-exclusion.

For clubs in NSW, the most relevant government agencies are Liquor & Gaming NSW and the NSW Office of Responsible Gambling. These agencies were brought together under the Hospitality and Racing group formed in 2022 and provide important information and resources for clubs in NSW.

It is recommended that all Club Directors subscribe to the [Hospitality and Racing news](#) to receive important updates.

## Corporate social responsibility



All staff of gambling venues are required to actively promote a culture of responsible gambling and proactive harm minimisation based on the concept of 'corporate social responsibility'.

'Corporate social responsibility' basically means that all businesses and other organisations have a responsibility for the social effects that their business activities might have, both on their own patrons and on the general public. This includes operating ethically, and not exploiting vulnerable members of the community.

In the case of the gambling industry, corporate social responsibility means that every venue is responsible for proactively minimising any harm that might be associated with its products and activities, which might adversely affect its patrons and/or the general public.

The legislation that applies to gambling venues requires that they take their corporate social responsibility seriously, and there are significant legal consequences if venues fail to do this. For example, one Sydney venue received significant penalties for failing to identify and provide support to patrons who were showing signs of experiencing gambling harm.

## How corporate social responsibility benefits your venue

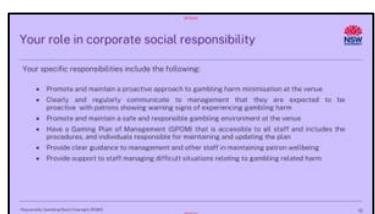


When a gambling venue takes its corporate responsibility seriously, by actively promoting a culture of responsible gambling and minimising gambling harm, the venue:

- becomes more sustainable over the long term, as patrons are more likely to return if they are confident that the venue provides a safe gambling environment and has a positive reputation in the eyes of the public for being a socially responsible business
- contributes to community acceptance of the gambling industry as it is seen to be a socially responsible industry.

## Your role in corporate social responsibility

Your specific responsibilities include the following:



- **Promote and maintain a proactive approach to gambling harm minimisation at the venue.** Club Directors should be receiving regular and comprehensive reports about the actions that management and staff are taking to record and respond to patrons showing warning signs of gambling harm.
- **Clearly and regularly communicate to management that they are expected to be proactive** in their interactions with patrons showing warning signs of experiencing gambling harm. This should include staff developing rapport, approaching, assessing, assisting, and potentially reporting any signs of gambling harm to senior management.

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## Your role in corporate social responsibility (continued)

- **Promote and maintain a safe and responsible gambling environment at the venue.** The club should have a Gaming Plan of Management (GPOM) that is accessible to all staff and includes the procedures, and individuals responsible for maintaining and updating the plan. The GPOM should be specific to the venue and detail the venue's responsible conduct of gambling requirements, including how the venue will meet those requirements.
- **Provide clear guidance to other staff in maintaining patron wellbeing.** You play an important role in encouraging and modelling a culture of care and respect for all patrons. In particular, the Board can provide directions to staff in how to assist patrons who are experiencing gambling harm.
- **Provide support to staff managing difficult situations.** Being in a position of leadership also involves a responsibility to ensure the club is supporting the wellbeing of staff, by providing them with suitable support after they have experienced a difficult situation at the venue. Junior staff must not be reprimanded (or 'told off') for interrupting a patron, or for 'getting it wrong', when a patron is not in fact experiencing gambling harm. Rather, this shows that the staff member is fulfilling their job role.

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# Section 2

## Gambling harm

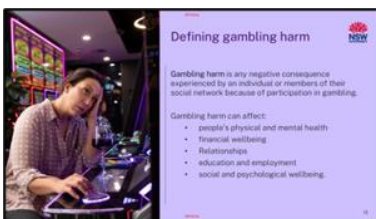
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# SECTION 2

## Gambling harm

### Defining gambling harm



Gambling harm is any negative consequence experienced by an individual or members of their social network because of participation in gambling. This can be experienced on a spectrum, ranging from minor negative experiences to crises, and is not always proportionate to the amount of gambling participation.

Gambling harm can affect people's physical and mental health as well as their financial wellbeing, relationships, education and employment, social and psychological wellbeing.

It's important to remember also that gambling harm doesn't just affect the person who gambles – it can also affect the people and community around them. It is estimated that for every person who are at risk of gambling harm, six people are affected by gambling harm.

### Gambling in NSW

TYPE OF GAMBLING	ACT	NT	QLD	SA	TAS	VIC	WA
Race betting	✓	✓	✓	✓	✓	✓	✓
Gaming machines	✓	✓	✓	✓	✓	✓	✓
Keno	✓	✓	✓	✓	✓	✓	✓
Sports betting	✓	✓	✓	✓	✓	✓	✓

Types of gambling shown in red boxes are those provided in clubs and hotels in NSW.

In NSW surveys have shown that although participation rates have dropped over the past few years, approximately half of the adult population in NSW has gambled within the past 12 months.<sup>1</sup>

The Australian Government makes the laws relating to online gambling, but each state and territory makes its own laws relating to other types of gambling. This means that the legally available types of gambling, and some of the laws relating to gambling, are different in each state and territory.

The types of gambling that are legally available in the various states and territories of Australia are shown in the table on the following page.

The types of gambling that are provided by clubs in NSW are shown in the red boxes in the table. They are race betting, gaming machines, Keno, and sports betting.

Although buying lottery tickets is the most common form of gambling in Australia, evidence shows that the most money is spent on gaming machines.

In Australia, the average amount spent by each adult on all types of gambling is \$1,277 per year<sup>2</sup>.

In NSW the average spent on all types of gambling is \$1,590 per adult per year. Of this amount, \$1,042 (66%) is spent on gaming machines<sup>2</sup>.



Types of gambling	NSW	ACT	NT	QLD	SA	TAS	VIC	WA
Race betting	✓	✓	✓	✓	✓	✓	✓	✓
Casino gaming	✓	✓	✓	✓	✓	✓	✓	✓
Gaming machines	✓	Clubs and hotels only	✓	✓	✓	✓	✓	Casino only
Keno	✓	✓	✓	✓	✓	✓	✓	Casino only
Lotteries	✓	✓	✓	✓	✓	✓	✓	✓
Interactive gambling*			✓					
Sports betting	✓	✓	✓	✓	✓	✓	✓	✓

\* Interactive gambling takes place on broadcasting, datacasting and online platforms. It includes online gambling such as online casinos. It excludes race betting, sports betting, and lotteries via the internet. The Commonwealth *Interactive Gambling Act 2001* bans interactive gambling services being provided to Australian residents by internet <sup>1</sup>Browne, M., Rockloff, M., Hing, et al. (2019). 'NSW Gambling Survey 2019'. Report prepared for NSW Responsible Gambling Fund, Australia. [www.responsiblegambling.nsw.gov.au/data/assets/pdf\\_file/0008/881279/NSW-Gambling-Survey-2019-report-FINAL-AMENDED-Mar-2020.pdf](http://www.responsiblegambling.nsw.gov.au/data/assets/pdf_file/0008/881279/NSW-Gambling-Survey-2019-report-FINAL-AMENDED-Mar-2020.pdf) casinos <sup>2</sup>Queensland Government Statistician's Office, Queensland Treasury, Australian Gambling Statistics, 36th edition (2018–19)

## The extent of gambling harm

Around 3.8% of the NSW population experience challenges with gambling, which generally means they experience moderate to severe gambling harm<sup>3</sup>.

1.9% of NSW gamblers are classified as experiencing severe problems with gambling, or problem gamblers according to the Problem Gambling Severity Index (PGSI). According to this index people classified as problem gamblers have experienced adverse consequences as a result of their gambling and may have lost control of their gambling behaviour<sup>3</sup>.

Playing gaming machines presents the most risk of harm, followed by online poker games. The most common forms of gambling like lotteries are the least associated with harm<sup>3</sup>.

<sup>3</sup>NSW Gambling Survey 2019. Commissioned by the NSW Responsible Gambling Fund | September 2019 | Revised 2020



## What's different about gaming machines?

There are certain features of gaming machines that may increase the risk of gambling harm to people who play them, compared to other forms of gambling:

- Gaming machines allow people to continue placing more and more bets very quickly (every 3–5 seconds).
- Betting a greater amount of money increases the potential win amount, but it also increases the rate at which people lose money.
- Sophisticated graphics and engaging sounds designed to increase player excitement.



- Relatively frequent small wins are mixed with losses, and this can encourage people to continue playing, as they don't know when the win might come.
- The possibility of winning a big jackpot can be a strong attraction.
- Unlike other types of gambling, the time between placing a bet and winning money is almost immediate.
- Receiving free spins gives people chances to win money without spending money.

In combination, these features may encourage people to spend more money and more time playing gaming machines than other types of gambling.

## How gambling harm develops



Winning money, especially a lot of money in a 'big win' can be exciting for many people. Big wins are completely random, and therefore unpredictable. This can lead to people wanting to continue gambling, hoping that their next bet will be a winning bet. Anticipating a win adds to the excitement and encourages continued gambling.

Research shows that many people who develop challenges with gambling experienced an early big win. This experience can cause people to believe that gambling is a fast and easy way to make money and can cause them to overestimate the likelihood of winning another jackpot.

Many people don't fully understand how gaming machines work, or the likelihood of winning. People may believe that they have some degree of skill, or luck, in being able to influence the outcomes of gambling. Believing that they have the skill or luck to win motivates them to keep trying.

Just like with alcohol and other drug use, some people use gambling to escape or cope with difficult emotions or life stresses. Unfortunately, this only gives temporary relief. The emotions and stress typically return when the session ends.

## Types of gambling harm



The following are the main types of gambling harm people experience:

- **Financial harm** - inability to afford essential items such as groceries, clothing, medication, inability to pay bills or getting into debt
- **Relational harm** - conflict in relationships, relationship breakdown, separation, and divorce or domestic violence
- **Health harm** - migraines, high blood pressure and/or sleeping difficulties, alcohol and/or other drug use issues, depression and/or anxiety
- **Employment and productivity harm** - taking time off work or study (to gamble or because of tiredness), getting fired or failing a course
- **Legal harm** - legal issues relating to being in debt, legal issues relating to separation or divorce, child neglect, theft or fraud to obtain money to gamble or to repay.

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# Section 3

## Proactive gambling harm minimisation

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# Section 3

## Proactive gambling harm minimisation

To reduce the harm that can be caused by gambling, while still allowing people to gamble if they choose to, clubs need to take a proactive approach to minimising gambling harm.

Benefits from a proactive approach to responsible gambling are:

- safer gambling environment for patrons
- good staff morale
- reduced regulatory risk and penalties
- improved venue reputation.

To assist venues in being proactive and promoting a culture of responsible gambling, the NSW government has legislated harm minimisation measures aimed to reduce the harm from excessive gambling. These measures are outlined in the *Gaming Machines Act 2001* and Gaming Machine Regulation 2019.

### Legislated harm minimisation measures

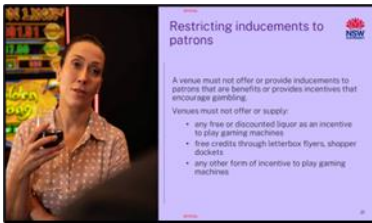


All clubs with gaming machines have obligations to comply with gambling harm minimisation laws. These include the display of mandatory signage, contact cards and information brochures, messaging to be included on player activity statements, location of gaming machines and even where ATMs are located.

Complying with the legislated harm minimisation measures will assist your venue in taking a proactive approach to gambling harm minimisation.

The remainder of this section provides a high-level overview of the legislated harm minimisation measures set out by the NSW government.

## Restricting inducements to patrons



A venue must not offer or provide inducements to patrons that are benefits or incentives that encourage gambling.

Venues must not offer or supply:

- any free or discounted liquor as an incentive to play gaming machines
- free credits through letterbox flyers, shopper dockets, or
- any other form of incentive to play gaming machines.

## Gaming Plan of Management



A Gaming Plan of Management (GPOM) is a framework for patrons and staff to understand a venue's responsible conduct of gambling obligations and harm minimisation measures. It provides guidance to staff on how to meet these obligations and how to respond to particular gaming-related situations.

All hotels and clubs with gaming machines will be required to create and maintain a GPOM, and all staff involved with the conduct of gaming must be trained on the GPOM and complying with the GPOM. GPOMs are designed to make sure that venues have a plan for how gaming operations are run, including controls to address potential and actual gambling harm and measures to ensure compliance with the law.

A GPOM is designed to be a 'living document' that is accessed, reviewed and updated regularly.

Further information: [Gaming Plan of Management fact sheet- Liquor & Gaming NSW](#)

## Gambling incident register



A gambling incident register is a record of reportable gambling incidents that occur at licensed premises with gaming machines.

Reviewing the register will help senior management to better understand issues affecting their patrons and take proactive measures.

The types of incidents that will need to be recorded in your venue's gambling incident register includes:

- any incident where the patron displays or engages in behaviour that demonstrates warning signs of gambling harm
- any requests for information about self-exclusion or a request for the venue to intervene, made by the patron themselves or a family member of a patron (however, no personal details of family members are allowed to be recorded)
- any breach or attempted breach of a self-exclusion arrangement
- any offence, alleged offence or incident involving a minor
- what action has been taken in response to an incident.

Further information: [Gambling incident registers - Liquor & Gaming NSW](#)



## Displaying responsible gambling signage

By law, you must display the most recent responsible gambling signage available from [Liquor & Gaming NSW](#).

Contact cards with details of relevant support services and responsible gambling brochures must be available for patrons.



## Responsible Gambling Officer (RGO)

The purpose of Responsible Gambling Officers is to promote proactive gambling harm minimisation. RGOs are expected to have a higher level of responsibility than other gaming staff on the floor.

All clubs with more than 20 Gaming Machine Entitlements are required to have at least one Responsible Gambling Officer (RGO) on duty when gaming machines are in operation. Venues with significantly more gaming machines are required to staff more Responsible Gambling Officers.

RGOs have a right to notify L&GNSW where they reasonably believe there is a breach of harm minimisation requirements, or they are being impeded from performing their role.

It is prohibited for an employer to take adverse action against an RGO for carrying out their duties. Adverse action may include the termination of employment or otherwise causing detriment to the employee.

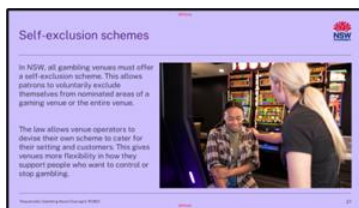
Further information on the duties of an RGO: [Responsible Gambling Officers - Liquor & Gaming NSW](#)

## RGOs required in a venue

How many RGOs are required at a venue?		
Number of Gaming Machine Entitlements	Number of Responsible Gambling Officers (RGOs) Required	Requirements between midnight and 8am ('late-night')
Between 21 – 99	One (1) RGO on duty when gaming machines are in operation	One (1) nominated RGO to be primarily focused on RGO duties
Between 100 – 299	Two (2) RGOs on duty when gaming machines are in operation	One (1) nominated RGO to be primarily focused on RGO duties
300 or more	Three (3) RGOs on duty when gaming machines are in operation	Two (2) nominated RGOs to be primarily focused on RGO duties

Responsible Gambling Board Oversight Training - RGOs

Number of Gaming Machine Entitlements	Number of Responsible Gambling Officers (RGOs) Required	Requirements between midnight and 8am ('late-night')
<b>Between 21 – 99</b>	One (1) RGO on duty when gaming machines are in operation	One (1) nominated RGO to be primarily focused on RGO duties
<b>Between 100 – 299</b>	Two (2) RGOs on duty when gaming machines are in operation	One (1) nominated RGO to be primarily focused on RGO duties
<b>300 or more</b>	Three (3) RGOs on duty when gaming machines are in operation	Two (2) nominated RGOs to be primarily focused on RGO duty



## Self-exclusion schemes

In NSW, all gambling venues must offer a self-exclusion scheme. This allows patrons to voluntarily exclude themselves from nominated areas of a gaming venue or the entire venue.

The law allows venue operators to devise their own scheme to cater for their particular setting and customers. This gives venues more flexibility in how they support people who want to control or stop gambling.

Further information: [Gaming self-exclusion - Liquor & Gaming NSW](#)



## Player activity statements

If you conduct an electronic player reward scheme, you must let your player reward scheme participants know that player activity statements are available.

If requested, you must provide them with a monthly player activity statement free of charge.

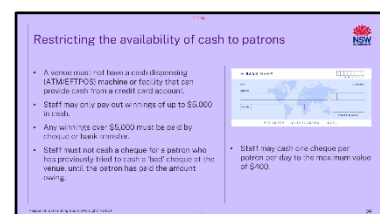


## Location of gaming machines

Gaming machines should not be in a location that:

- attracts the attention of people outside the venue
- allows gaming machines to be easily seen or clearly heard from public areas outside the venue
- any part of a gaming machine or gaming room, including any entrances that may be visible from any ATM or EFTPOS terminal with cash withdrawal facilities.

Further information: [Location of gaming machines – Liquor & Gaming NSW](#) and [Changes to cash dispensing facility signage and location in gaming venues-Liquor & Gaming NSW](#)



## Restricting the availability of cash to patrons

- Staff may cash one cheque per patron per day to the maximum value of \$400.
- Staff must not cash a cheque for a patron who has previously tried to cash a 'bad' cheque at the venue, until the patron has paid the amount owing.
- Staff may only pay out winnings of up to \$5,000 in cash.
- Any winnings over \$5,000 must be paid by cheque or bank transfer. Staff must encourage patrons to take the entire amount in cheque or bank transfer.
- A venue must not have a cash dispensing (ATM/EFTPOS) machine or facility that can provide cash from a credit card account.



## Restricting access to minors

People under the age of 18 years are not allowed in gaming areas, except to pass through with a responsible adult.

The venue is responsible for any operation of gaming machines by minors.

'Minors not permitted in this area' signage, must be prominently displayed in each gaming area.

If a person under the age of 18 years is identified and found in a gaming area of a club and is not immediately removed from that area, the Club Secretary and the club are both guilty of an offence.

## Your role in leading a culture of proactive gambling harm minimisation



You have a responsibility to lead and support a culture of proactive gambling harm minimisation.

Remember that being 'proactive' means taking action to create a particular situation, rather than just waiting for things to happen and then responding afterwards.

This is achieved by:

- ensuring the venue is following all harm minimisation measures required by law (such as showing the required signage, following the shut-down times, and not offering inducements to patrons)
- making sure your venue has harm minimisation systems and processes in place, and that these are followed by all staff and management at the venue
- monitoring the appropriate use and effectiveness of your venue's harm minimisation systems and processes
- keep accurate records of all gambling-related incidents
- follow best-practice procedures for self-exclusion
- provides regular gambling harm minimisation training to all staff, as well as to all new staff when they join your venue.

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# Glossary

proactive harm minimisation	Taking action to create a particular situation, rather than just waiting for things to happen and then responding afterwards.
gambling incident register	A register to record incidents of gambling harm and other gambling incidents that will help RGOs and senior management to better understand issues affecting their patrons.
corporate social responsibility	The responsibility of a business or other organisation for the social effects that their business activities might have, both on their own patrons and on the public; includes operating ethically, and not exploiting vulnerable members of the community.
self-exclusion	A voluntary agreement in which a patron chooses to exclude themselves from one or more gambling venues for a certain period; if they enter the venue during this self-exclusion period, staff must remind them of the agreement and ask them to leave. It is important to understand issues affecting their patrons and proactively assist patrons.
gambling harm	Difficulties or other negative consequences that result from excessive gambling and affect the wellbeing of the person and/or their loved ones.
gaming plan of management	A framework for venue staff to understand a venue's responsible conduct of gambling obligations. It provides guidance to staff on how to meet these obligations and how to respond to gaming-related situations.
responsible gambling officer	The purpose of the RGO role is to promote proactive gambling harm minimisation. Hotel and club staff working on the floor and in senior management have a shared responsibility to proactively engage with patrons and monitor for potential gambling harm.

# Appendices



# Warning signs of gambling harm and how to act on them

GENERAL WARNING SIGNS		WHAT TO DO
<p><b>Length of play</b></p> <ul style="list-style-type: none"> <li>Starts gambling when the venue is opening, or only stops when the venue is closing</li> <li>Gambles most days</li> </ul> <p><b>Behaviour during play</b></p> <ul style="list-style-type: none"> <li>Gambles on more than one machine at once</li> <li>Rushes from one machine to another</li> <li>Significant increase in spending pattern</li> <li>Complains to staff about losing, or blames venue or machines for losing</li> <li>Rituals or superstitious behaviours (rubbing or talking to machine)</li> </ul>	<p><b>Money</b></p> <ul style="list-style-type: none"> <li>Asks to change large notes before gambling</li> </ul>	<p>On their own, these may be early warning signs. A patron showing several of these signs could be at risk of gambling harm.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour.</li> <li>If you notice a patron who is showing two or more of these signs, record what you have noticed and tell your manager.</li> </ul>
PROBABLE WARNING SIGNS		WHAT TO DO
<p><b>Length of play</b></p> <ul style="list-style-type: none"> <li>Finds it difficult to stop gambling at closing time</li> </ul> <p><b>Behaviour during play</b></p> <ul style="list-style-type: none"> <li>Often gambles for long periods (three or more hours) without a proper break</li> <li>Plays very fast</li> <li>Gambles intently without reacting to what's going on around them</li> </ul>	<p><b>Money</b></p> <ul style="list-style-type: none"> <li>Gets cash out more than once through ATM or EFTPOS</li> <li>Avoids cashier, and only uses cash facilities</li> <li>Puts large wins back into the machine</li> <li>EFTPOS repeatedly declined</li> </ul> <p><b>Social behaviours</b></p> <ul style="list-style-type: none"> <li>Becomes angry or stands over others if someone takes their favourite machine/ spot</li> </ul>	<p>A patron showing any of these signs is much more likely to be at risk of gambling harm.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour.</li> <li>Record what you have noticed and tell your manager, who will speak with the patron.</li> <li>If a patron shows <b>two or more</b> of these warning signs, follow the steps for <b>strong</b> warning signs (below).</li> </ul>
STRONG WARNING SIGNS		WHAT TO DO
<p><b>Length of play</b></p> <ul style="list-style-type: none"> <li>Gambles from opening to closing</li> </ul> <p><b>Behaviour during play</b></p> <ul style="list-style-type: none"> <li>Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)</li> </ul>	<p><b>Money</b></p> <ul style="list-style-type: none"> <li>Tries to borrow money from other patrons or staff</li> </ul> <p><b>Social behaviours</b></p> <ul style="list-style-type: none"> <li>Tells staff that gambling is causing them challenges</li> <li>Significant decline in personal grooming and/or appearance over several days</li> <li>Friends or family raise concerns</li> <li>Tries to hide their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there)</li> </ul>	<p>A patron showing <b>any</b> of these warning signs is probably at risk of gambling harm.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour</li> <li>Record what you have noticed, and tell your manager, who will speak with the patron, refer them to support and counselling services, offer them the opportunity to self-exclude.</li> </ul>

**Source:** Developed by the Office of Responsible Gambling, based on international and Australian best practice and informed by key research, including Delfabbro, P., Thomas, A. and Armstrong, A.R. (2016), 'Observable indicators and behaviours for the identification of problem gamblers in venue environments', *Journal of Behavioral Addiction*, 0, 1-10.

## Gambling support services

Support	Description	Contact
Counselling	Counselling provides practical knowledge and skills to help people stop gambling and effectively manage any consequences. Free gambling, financial, relationship and legal counselling is available to people experiencing challenges with gambling and their families.	<p>GambleAware: Support Near Me  <a href="http://www.gambleaware.nsw.gov.au/i-need-support/i-need-to-talk-to-someone/is-there-support-near-me">www.gambleaware.nsw.gov.au/i-need-support/i-need-to-talk-to-someone/is-there-support-near-me</a></p> <p>GambleAware: Talk to Someone  <a href="http://www.gambleaware.nsw.gov.au/i-need-support/i-need-to-talk-to-someone">www.gambleaware.nsw.gov.au/i-need-support/i-need-to-talk-to-someone</a> or phone 1800 858 858</p> <p>Financial Counsellors Association of NSW: Find a Counsellor  <a href="https://fcan.org.au/">https://fcan.org.au/</a> or phone 1800 007 007</p> <p>Relationships Australia, NSW: Counselling Services  <a href="http://www.relationshipsnsw.org.au/support-services-category/counselling-services">www.relationshipsnsw.org.au/support-services-category/counselling-services</a> or phone 1300 364 277</p>
Mental health crisis counselling	Several organisations offer immediate support for people experiencing significant psychological distress or suicidal feelings.	<p>Lifeline  <a href="http://www.lifeline.org.au">www.lifeline.org.au</a> or phone 13 11 14</p> <p>Beyond Blue  <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a> or phone 1300 224 636</p> <p>NSW Mental Health Line  <a href="http://www.health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx">www.health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx</a> or phone 1800 011 511</p> <p>Suicide Call Back Service  <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a> or phone 1300 659 467</p>
Self-exclusion	Self-exclusion is a voluntary agreement where a person who is experiencing challenges with gambling excludes (bans) themselves from one or more gambling venues for a period of 6 months or longer. There are many benefits to self-excluding, including reduced gambling and improved finances, relationships and quality of life. Self-exclusion works best when it is combined with face-to-face counselling (see above).	<p>GambleAware: Self-Exclusion  <a href="http://www.gambleaware.nsw.gov.au/if-your-gambling-is-out-of-control-just-take-a-break">If Your Gambling Is Out of Control Just Take A Break (nsw.gov.au)</a></p> <p>ClubSAFE  <a href="https://clubsafe.com.au">https://clubsafe.com.au</a> or phone 1800 997 766</p> <p>GameCare  <a href="https://ahansw.com.au">https://ahansw.com.au</a> or phone 1800 997 766</p> <p>BetSafe  <a href="http://www.betsafe.com.au">www.betsafe.com.au</a> or phone 98740744</p> <p>Venue-based programs  <a href="http://www.liquorandgaming.nsw.gov.au/working-in-the-industry/licensees-and-approved-managers/gaming-self-exclusion">www.liquorandgaming.nsw.gov.au/working-in-the-industry/licensees-and-approved-managers/gaming-self-exclusion</a></p> <p><a href="http://www.liquorandgaming.nsw.gov.au/documents/fm/Model_Deed_Self-Exclusion_Form.pdf">www.liquorandgaming.nsw.gov.au/documents/fm/Model_Deed_Self-Exclusion_Form.pdf</a></p> <p><a href="http://www.gambleaware.nsw.gov.au/i-need-support/i-want-to-help-myself/take-a-break-and-ban-yourself">www.gambleaware.nsw.gov.au/i-need-support/i-want-to-help-myself/take-a-break-and-ban-yourself</a></p>

Support	Description	Contact
Online tools	A range of free-to-use online tools and phone apps are available to help people who are experiencing challenges with gambling, including self-help programs, online counselling, budgeting tools, chat forums, etc.	<p>NSW GambleAware: I Want to Help Myself  <a href="http://www.gambleaware.nsw.gov.au/i-need-support/i-want-to-help-myself">www.gambleaware.nsw.gov.au/i-need-support/i-want-to-help-myself</a></p> <p>Gambling Help Online  <a href="http://www.gamblinghelponline.org.au">www.gamblinghelponline.org.au</a></p> <p>100 Day Challenge  <a href="http://www.100dc.com.au">www.100dc.com.au</a></p>
Social support	Support and understanding from family and friends goes a long way. Some people find it helpful to turn over financial control to a trusted person. There are also support groups (e.g. Gamblers Anonymous).	<p>GambleAware: Supporting Family &amp; Friends  <a href="http://www.gambleaware.nsw.gov.au/supporting-someone/supporting-family-and-friends/prepare-yourself">www.gambleaware.nsw.gov.au/supporting-someone/supporting-family-and-friends/prepare-yourself</a></p> <p>Gamblers Anonymous  <a href="https://gaaaustralia.org.au">https://gaaaustralia.org.au</a> or phone 9726 6625</p> <p>Gambling Help Online: Peer Support  <a href="http://www.gamblinghelponline.org.au/take-a-step-forward/peer-to-peer-support">www.gamblinghelponline.org.au/take-a-step-forward/peer-to-peer-support</a></p>
Product information	Learning about how gambling works (e.g. the 'house edge') can help patrons to think more realistically when making gambling decisions.	<p>GambleAware: Learn About Gambling  <a href="http://www.gambleaware.nsw.gov.au/learn-about-gambling">www.gambleaware.nsw.gov.au/learn-about-gambling</a></p> <p>Gambling Help Online: What is Gambling?  <a href="http://www.gamblinghelponline.org.au/understanding-gambling/what-is-gambling">www.gamblinghelponline.org.au/understanding-gambling/what-is-gambling</a></p> <p>Online videos: How Poker Machines Work:  <a href="http://www.nsw.gov.au">Get The Hard Facts On How Poker Machines Really Work (nsw.gov.au)</a></p>
Spend limits	Before gambling, many patrons find it useful to set a limit on how much money they want to spend in that session. Venues that offer player accounts must allow spend limits to be set.	
Breaks in play	A brief break in play removes patrons from the 'heat of the moment' and gives them time and space to think more calmly and rationally about their gambling decisions. Some player account systems include a break in play feature. More likely, staff will need to suggest this strategy to patrons.	
Activity statements	Activity statements give patrons an accurate summary of the amount of money they've spent gambling over a particular period. This can be useful because many gamblers underestimate their losses. Venues that offer player accounts must provide patrons with activity statements on request.	

