



Laws that help minimise gambling harm

Survey questions

Can we publish your submission?

Yes, with these details:

Yes, but I prefer to remain anonymous (your submission will be published with the name 'Anonymous')

No, do not publish my submission

Authorised delegate/contact person:

Position (if applicable):

Organisation (if applicable):

Postal address:

Email:

Phone number:

Q1. We want to make it easier for people experiencing gambling harm to get support, by giving club and hotel staff more responsibility to interact with and help gamblers.

What do you think about these increased responsibilities?

Q2. We want to ensure club and hotel staff have the right skills and training to help gamblers, by introducing a second, higher level of Responsible Conduct of Gambling training for more senior staff. Is this a good way to support venue staff to minimise gambling harm?

Q3. We want to help people who have self-excluded or been excluded by a venue by improving their access to free counselling and support, and requiring venues to suspend their player loyalty scheme memberships and player accounts. Is this a good way to help them?

Q4 . We want to introduce a requirement for there to be a Gambling Contact Officer (i.e. someone with advanced Responsible Conduct of Gambling training) on duty at all times in clubs and hotels. Is this a good way to make it easier for gamblers to get support in venues, and help venues meet their responsibilities?

Q5. Sometimes clubs have felt the law made it hard for them to issue exclusion orders. Do the proposed protections for clubs go far enough to address these concerns?

Q6. There is a risk of potential domestic and family violence when family can request venue bans for a person. Are the proposed protections enough to address this risk?

Q7. Most Australian states and territories penalise clubs and hotels that fail to keep excluded people out of their venue or gaming areas. Do you think we should do this in NSW?

Q8. We want to discourage people who have self-excluded or been excluded by a venue and under 18s from playing gaming machines, by blocking access to winnings if they do gamble. Is this a good way to discourage underage and excluded people from gambling?

Q9. We want to introduce whistle-blower protections for club and hotel staff reporting issues to the regulator. Is this a good way to encourage venues to comply with gambling harm minimisation rules?

Q10. Do you have any other feedback about changes introduced by the Bill?

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