
Responsible Conduct of Gambling

STANDARD COURSE



Participant Workbook

Responsible Conduct of Gambling

Standard Course

Office of Responsible Gambling

Department of Enterprise, Investment and Trade

New South Wales Government

Australia

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Key to pictograms



Discussion



Activity



Role play



Video



Quiz

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Section 1

Introduction



SECTION 1

Introduction

This course is designed for licensees with a full hotel licence, secretaries of a registered club, staff with gaming machine ('pokies') duties, staff who pay out winnings, and staff who patrol or serve in a gaming machine ('pokies') area.

Satisfactory completion of this course, and of the associated online competency assessment (see below), is required by people wishing to apply for a Responsible Conduct of Gambling (RCG) competency card in New South Wales.

Your facilitator will guide you through the course.


ACTIVITY 1.1

Icebreaker



Why are you doing this course?

What do you expect to get from this course?

Course aims 

- To clarify the roles, responsibilities and expectations of gaming staff
- To outline responsible gambling practices designed to minimise gambling harm in your venue
- To develop your skills to confidently respond to and assist patrons showing warning signs of problematic gambling behaviour

Note: You are not expected to act as a counsellor or provide treatment.

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About this course

Course aims

People who work in clubs and hotels in NSW have specific roles and responsibilities, and specific things are expected of them. This course is designed to clarify those roles, responsibilities and expectations, as well as the laws relating to responsible gambling practices, which are designed to minimise gambling harm, in order to give you a clear idea of what is expected of you in your workplace.

By the end of the course, you will have a greater understanding of how you as a staff member can promote responsible gambling behaviours and minimise gambling harm in gaming venues.

The course is also designed to develop your skills to confidently and proactively respond to patrons showing warning signs of problematic gambling behaviour, and provide the appropriate assistance.

Studies have shown that staff who actively promote responsible gambling principles and practices, and those who are able to identify and respond appropriately to patrons who need assistance, report much higher levels of job satisfaction in their work.¹

You are **not** expected to be a counsellor, or to diagnose or treat people's psychological or mental health issues. That is a job for someone with the relevant clinical training.

Who this course is designed for 

People required to have a NSW Responsible Conduct of Gambling competency card

- Hotel licensees
- Registered club secretaries
- Staff with gaming machine duties
- Staff serving in gaming machine areas




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Who this course is designed for

This course is designed for people who are required to have a NSW Responsible Conduct of Gambling (RCG) competency card. This includes licensees with a full hotel licence, secretaries of a registered club, staff with gaming machine ('pokies') duties, staff who pay out winnings, and staff who patrol or serve in a gaming machine ('pokies') area.

¹ Quilty, L.C., Robinson, J., & Blaszczynski, A. (2015). 'Responsible gambling training in Ontario casinos: From recognition to response'. *International Gambling Studies*, 15 (3), 361-376.

Course overview



Standard Course

- For people applying for an RCG competency card in NSW
- 1-day course
- In-person or virtual classroom delivery

Standard Refresher Course

- For people wanting to keep their RCG competency card when it expires, five years after doing the standard RCG course
- 30-minute course
- Online delivery

Responsible Conduct of Gambling - Standard Course

Course overview


This RCG Standard Course is designed for people who want to apply for an RCG competency card in NSW.

After five years, if you want to keep your RCG competency card, you will need to complete the Standard online refresher course.

If you already hold a NSW Responsible Service of Alcohol (RSA) competency card, then when you successfully complete this RCG training your RCG endorsement will be added to your existing RSA competency card, with an expiry date of five years from when you completed the earlier course. Before that expiry date, if you want to keep your RSA/RCG competency card, you will need to complete both refresher courses – the RSA online refresher course and the Standard online RCG refresher course.

There is also an optional RCG Advanced Course, which is designed for people with greater harm minimisation responsibilities, including general managers and supervisors.

Course structure



Course section	What it covers
Section 1: Introduction	What to expect from this course
Section 2: Gambling in Australia	Different types of gambling in Australia, and in NSW, and what people spend the most money on
Section 3: Problematic gambling behaviour	How problems with gambling develop, the types of harm they lead to, and the effects of stigma
Section 4: Responsible gambling	Laws that you need to know about to ensure a safe, responsible gambling environment
Section 5: Staff interactions with patrons	How to use the 'RAAR' framework: Report, Approach and assess, Assist, Report
Section 6: Responsible conduct of gambling in practice	Putting what you've learned into practice

Responsible Conduct of Gambling - Standard Course

Course structure

This course is divided into six sections:

Section 1: Introduction covers what you can expect from this course.

Section 2: Gambling in Australia covers the different types of gambling that are legally available in Australia, including specifically in NSW, and which types people spend most of their money gambling on.


Section 3: Problematic gambling behaviour covers how people can develop problems with gambling, the types of harm such problems can lead to, the effects of the stigma associated with experiencing problems with gambling, and how this can be a barrier to seeking help.

Section 4: Responsible gambling covers the laws you need to know in order to maintain a safe gambling environment for patrons at your venue.

Section 5: Interacting with patrons is made up of four modules, which outline the '**RAAR**' (**R**apport; **A**pproach and assess; **A**ssist; and **R**eport) framework and how to use it when you notice warning signs that a patron might be experiencing problems with gambling:

- **Module 5.1:** Developing rapport with patrons
- **Module 5.2:** Approaching and assessing patrons who show warning signs of problematic gambling behaviour
- **Module 5.3:** Assisting patrons who show warning signs of problematic gambling behaviour
- **Module 5.4:** Reporting warning signs of problematic gambling behaviour.

Section 6: Responsible conduct of gambling in practice covers why it's important for you to practise the things you've learned today in your workplace.

Competency assessment 

To get your RCG competency card, you must successfully complete:

1. **this course, and**
2. **the online competency assessment.**

- You will be sent a link to it by SMS or email after this course.
- It is made up of 30 questions.
- It takes approximately 20 minutes to complete.
- (If you don't receive the link within 48 hours after completing this course, please contact your training provider.)

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Online competency assessment

To gain your Responsible Conduct of Gambling (RCG) competency card in NSW, you are required to successfully complete this course and the online competency assessment.

After you have completed this course, you will receive an email or SMS notification containing a link to the online competency assessment.

It consists of 30 questions, and it takes approximately 20 minutes to complete.

We recommend that you complete the whole assessment in one sitting, and within one week of completing this course.

If you don't receive an email or SMS notification about the online competency assessment within 48 hours after completing this course, please contact your training provider.

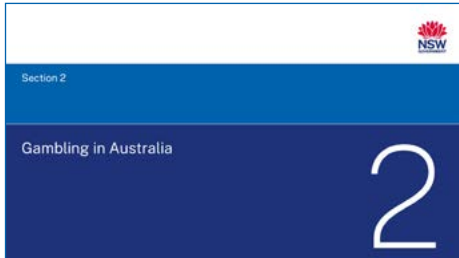
Section 2

Gambling in Australia



SECTION 2

Gambling in Australia



This section gives a brief overview of gambling in Australia in general, and in New South Wales in particular. It describes the different types of gambling available, and how popular each type is. It explains why gaming machines, also known as ‘poker machines’ or ‘pokies’, contribute to more gambling harm than other types of gambling, and some of the reasons for this.

Learning outcomes

By the end of this section, you will:

- know which types of gambling are available in Australia in general, and in NSW in particular
- understand which types of gambling contribute to the most gambling harm
- understand how ‘pokies’ work, including features that may increase risk of gambling harm to players.

Learning outcomes

By the end of this section, you will:

- know the different types of gambling available in Australia, and in NSW, and the popularity of each type
- understand which types of gambling have the most money spent on them, and therefore contribute to the most gambling harm
- understand the basic principles behind how pokies work, including specific features that may increase risk of gambling harm among players.

Table 2.1 Types of gambling legally available in Australian states and territories

TYPE OF GAMBLING	NSW	ACT	NT	Qld	SA	Tas	Vic	WA
Race betting	✓	✓	✓	✓	✓	✓	✓	✓
Casino gaming	✓	✓	✓	✓	✓	✓	✓	✓
Gaming machines (pokies)	✓	✓	✓	✓	✓	✓	✓	Games only
Keno	✓	✓	✓	✓	✓	✓	✓	Games only
Lotteries	✓	✓	✓	✓	✓	✓	✓	✓
Interactive gambling*	✓	✓	✓	✓	✓	✓	✓	✓
Sports betting	✓	✓	✓	✓	✓	✓	✓	✓

* Interactive gambling takes place on broadcasting, downloading and online platforms. It includes online gambling such as online casinos. It excludes race betting and sports betting, and lotteries via the internet. Australia's Interactive Gambling Act 2001 bans interactive gambling services being provided to Australian residents by internet casinos.

SOURCE: Queensland Government Gambling Office, Queensland Treasury, Australian Gambling Statistics, 30th edition (2018-19).

Gambling in Australia

Gambling is a popular activity in Australia.

In NSW, surveys have shown that, although participation rates have dropped over the past few years, approximately half of the adult population in NSW have gambled within the past 12 months.²

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, differ in each state and territory.

The types of gambling that are legally available in the various states and territories of Australia are shown in Table 2.1.

The types of gambling that are provided by clubs and hotels in NSW are shown in the blue boxes in Table 2.1. They are race betting, gaming machines (also known as ‘pokies’), Keno, and sports betting.

² 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

TABLE 2.1: Types of gambling legally available in Australian states and territories

TYPE OF GAMBLING	NSW	ACT	NT	Qld	SA	Tas	Vic	WA
Race betting	✓	✓	✓	✓	✓	✓	✓	✓
Casino gaming	✓	✓	✓	✓	✓	✓	✓	✓
Gaming machines ('pokies')	✓	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 casinos.

Most common types of gambling in Australia

1. Lotteries
2. 'Pokies'
3. Betting on horse or greyhound races
4. Instant 'scratchies'

But the **most money** is actually spent on pokies.

Gambling popularity in Australia

Although buying lottery tickets is the most common form of gambling in Australia, evidence shows that the most money is actually spent on pokies.³

Gambling in Australia

Average gambling expenditure for each adult in Australia

\$1,277

Per person, per year, all gambling

SOURCE: Queensland Government Statistician's Office, Queensland Treasury, Australian Gambling Statistics, 36th edition (2018-19).

Gambling spending in Australia

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

3 ibid.



Gambling in New South Wales

Now look at Figure 2.1, below. As you can see, adults in NSW spend more money on gambling than adults in any other state or territory, at an average of \$1,590 per adult per year. Of this amount, \$1,042 (66%) is spent on pokies.

Because people in NSW spend more money on the pokies compared to other types of gambling, it is not surprising that the pokies are most associated with gambling harm in the community, and most popular in NSW clubs and hotels. Therefore, the primary focus of this course will be gambling on pokies.

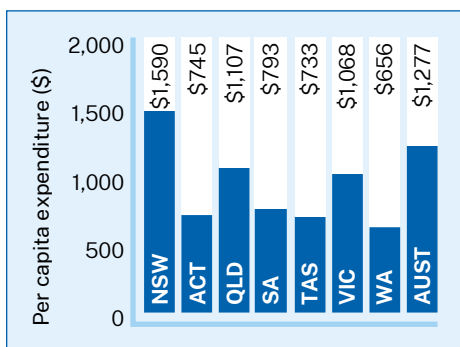
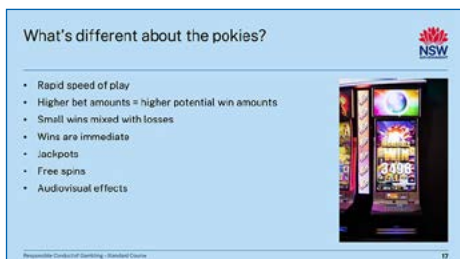


FIGURE 2.1: Amount spent per person on all gambling activities in Australia in 2018-19

SOURCE: Queensland Government Statistician's Office, Queensland Treasury, *Australian Gambling Statistics*, 36th edition (2018-19)



What's different about the pokies?

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

- Pokies 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.
- Relatively frequent small wins are mixed with losses, and this can encourage people to continue playing, as they don't know when the next 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.
- Sophisticated graphics and engaging sounds are designed to increase excitement.

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

Return-to-player percentage

- The return-to-player percentage (RTP) is the proportion of money bet that must be paid back to players **over the long term**.
- In NSW, the minimum RTP is 85%.
- The remaining 15% is known as the 'house edge'.
- The **minimum** amount an individual player in NSW will lose is 15 cents for every \$1 they bet.



Responsible Conduct of Gambling - Standard Course

How pokies work

Return-to-player percentage

The return-to-player percentage (RTP) is the percentage of money bet that must be paid back to players in general over the long term. This does **not** mean that each individual player can expect this kind of return. The RTP is generally calculated over several years of a gaming machine's operation.

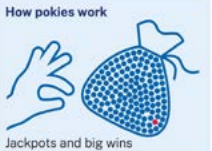
In NSW, the minimum RTP is 85%. (The remaining 15% is known as the 'house edge'.)

This means that the **minimum** amount that any individual player in NSW will lose is 15 cents for every \$1 they bet.

For example, if a player puts \$10 into a gaming machine, and bets \$1 for each spin, then they should expect to lose all \$10 over approximately 67 spins, or within 5 to 6 minutes. [$\$10 \text{ divided by } \$0.15 = 67$]

Jackpots and big wins

- Hitting 'spin' on a gaming machine is like reaching into a bag holding millions of blue marbles, hoping to pull out the single red jackpot marble.
- The next 'spin' resets the machine before the player 'pulls out another marble'.
- So playing for longer does not bring players any closer to a big win!**



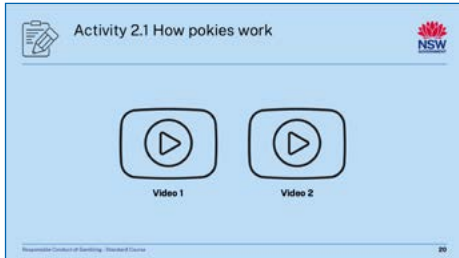
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Jackpots and big wins

Hitting 'spin' on a gaming machine is like reaching into a bag holding millions of blue marbles, and hoping to pull out the single red jackpot marble.

The next 'spin' resets the machine ('returns all the marbles to the bag, and gives the bag a shake') before the player 'pulls out another marble'.

This means that playing the pokies for longer does not bring the player any closer to a big win!



Basic pokies maths

ACTIVITY 2.1 How pokies work



How gaming machines work



- ▶ <https://www.youtube.com/watch?v=Hw6fJarfQJQ>

The slot machine: What every player needs to know

- ▶ www.youtube.com/watch?v=7JkZbTxOc9w

Other useful videos about how pokies work

- ▶ <https://austgamingcouncil.org.au/responsible-gambling/understanding-responsible-gambling/understanding-odds>

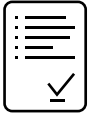
Discussion



While watching the video, did you have any questions?

Was there anything that surprised you?

SECTION 2 Quiz



Each of the questions below has only one correct answer. After you have had time to select your answers, the facilitator will confirm the correct answers.

Note: The quiz questions at the end of each section may also be in your online competency assessment.

Question 1: If the odds of a player winning the pokies jackpot on their first spin are 1/100, what are the odds of them winning the jackpot on their second spin?

- a. 1/99
- b. 1/100
- c. 1/101
- d. 1/50

Question 2: In NSW the pokies have an 85% return-to-player (RTP) percentage. Knowing this, which of the following statements is true?

- a. Each player will win approximately 8 or 9 times out of 10.
- b. Each player is guaranteed at least 85% of their money back.
- c. The gaming machine will pay out winnings to 15% of players over the long term.
- d. The gaming machine will keep 15% of all money wagered on it over the long term.

Question 3: In Australia, which type of gambling has the highest participation, and which has the most money spent on it?

- a. Lotteries for both
- b. Pokies for both
- c. Lotteries and pokies, respectively
- d. Pokies and lotteries, respectively

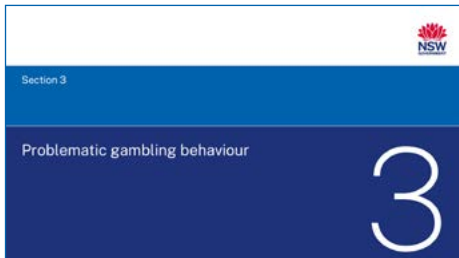
Section 3

Problematic gambling behaviour



SECTION 3

Problematic gambling behaviour



This section explains how problematic gambling behaviour can develop, the harm it can lead to, and its effects on the player and on others. It also discusses the negative effects of stigma, to increase your sensitivity towards people who are struggling with problematic gambling behaviour.

A blue slide with the NSW logo in the top right corner. The title 'Learning outcomes' is in the top left. Below it, the text 'By the end of this section, you will:' is followed by a bulleted list of four learning outcomes. To the right of the list is a photograph of a man sitting at a table, looking distressed with his hands covering his face. The NSW logo is in the bottom right corner.

Learning outcomes

By the end of this section, you will:

- understand what 'problematic gambling behaviour' is, and the harms it can cause
- understand how people may develop problematic gambling behaviour
- know who is at risk of developing problematic gambling behaviour
- be aware of the effects of staff attitudes toward patrons experiencing gambling harm.

Learning outcomes

By the end of this section, you will:

- understand what 'problematic gambling behaviour' is, and the harms it can cause
- understand how people may develop problematic gambling behaviour
- know who is at risk of developing problematic gambling behaviour
- be aware of the effects of staff attitudes toward patrons experiencing gambling harm.

A blue slide with the NSW logo in the top right corner. The title 'What is 'problematic gambling behaviour'?' is in the top left. Below it, there are two definitions of problematic gambling behaviour, each with an icon. The first definition is 'Spending more money on gambling than the person can afford with their income and financial commitments' with a stack of money icon. The second definition is 'Spending so much time gambling so that it interferes with the person's relationships, social or work responsibilities' with an hourglass icon. The NSW logo is in the bottom right corner.

What is 'problematic gambling behaviour'?

Spending more money on gambling than the person can afford with their income and financial commitments

and/or

Spending so much time gambling so that it interferes with the person's relationships, social or work responsibilities

Defining problematic gambling behaviour

What do we mean when we talk about 'problematic gambling behaviour' (sometimes referred to as 'problem gambling')? The following definition has been recommended for use in Australia:

Problem gambling is characterised by difficulties in limiting money and/or time spent on gambling, which leads to adverse consequences for the gambler, others, or for the community.⁴

⁴ Neal, P., Delfabbro, P.H., O'Neil, M. et al. (2005) 'Problem gambling and harm: Towards a national definition'. Office of Gaming and Racing, Department of Justice, Melbourne, Victoria, p. 125. [www.gamblingresearch.org.au/CA256902000FE154/Lookup/GRA_Reports_Files1/\\$file/FinalReportPrinter.pdf](http://www.gamblingresearch.org.au/CA256902000FE154/Lookup/GRA_Reports_Files1/$file/FinalReportPrinter.pdf)

Why language matters 

Use **person-centred** language

Avoid:

- X 'a problem gambler'
- X 'a pathological gambler'
- X 'an addicted gambler'

Use:

- ✓ 'a person showing warning signs of problematic gambling behaviour'
- ✓ 'a person experiencing gambling harm'

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Why language matters

It's important to use 'person-centred' language when describing a person experiencing gambling harm. Person-centred language is language that puts the person first, rather than their condition, behaviour or circumstances.

So avoid using terms like 'a problem gambler', 'a pathological gambler' or 'an addicted gambler', because these terms label the person by their condition, behaviour or circumstances. These labels are used in the scientific literature to classify a person into a specific category or to give them a diagnosis of a gambling disorder.

Instead, use language like 'a person showing warning signs of problematic gambling behaviour' or 'a person experiencing gambling harm'. This kind of language puts the person first, and their circumstances second.

How common is problematic gambling? 



2-3%

of the community experiences moderate to severe gambling harm (problem gambling)



1%

of the community meet the definition of having a clinical gambling disorder



15-25%

of patrons in gambling venues experiences problems with gambling

This means you are **very likely** to have patrons at your venue who are experiencing problems with gambling.
 Most staff members **regularly** see patrons who are experiencing problems with gambling.

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The extent of problematic gambling

Around 2–3% of the general community experiences problems with gambling, which generally means they experience moderate to severe gambling harm.

Around 1% of the general community experiences severe gambling harm, which means they meet the clinical diagnosis for having a gambling disorder.

These figures might seem quite small. However, if we look just at people who regularly attend clubs or hotels, then the rate of problematic gambling increases to 15–25% – that's around 1 out of every 5 patrons.

This is not really surprising. As an analogy, we would be much more likely to come across a person with an alcohol problem at a bar or bottle shop than we would if we just walked down a busy street during peak hour.

These figures show that in your work, you are very likely to have contact with patrons at your venue who are experiencing problems with gambling.

 Activity 3.1 Gambling harm 

Gambling harm refers to negative consequences of excessive gambling that affect the wellbeing of the person and/or their loved ones in multiple areas of daily life.

In small groups, discuss and write down some of the types of harm a person having problems with gambling might experience.



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Gambling harm

‘Gambling harm’ refers to problems, difficulties or other negative consequences that result from excessive gambling and affect the wellbeing of the person and/or their loved ones in many areas of their daily life.

Activity 3.1 asks you to identify and list some of the specific harms that might occur when someone spends more money and/or time gambling than they can afford.

ACTIVITY 3.1 Gambling harm



In small groups, list some of the types of gambling harm that a person who is having problems with gambling might experience. Who else might be affected? What areas of their daily lives might be affected?



Types of gambling harm

Activity 3.1 asked you to list types of gambling harm that might occur when someone spends more money and/or time gambling than they can afford.

It can be useful to divide gambling harm into the following five main types.⁵

Financial harm

Financial harm is often the first harm reported by people who are having problems with gambling. This is because financial harm is generally easily identified, and often triggers harm in other areas of life, such as in personal relationships. Examples of financial harm include:

- reduced savings
- inability to afford essential items such as groceries, clothing, medication
- inability to pay bills (e.g. rent, electricity)
- getting into debt (e.g. through high-interest loans)
- inability to pay debts
- bankruptcy.

Relational harm

Gambling can damage relationships between the person who gambles and others, including family, friends or even the wider community. Examples of relationship harm include:

- isolation (less time spent with family and/or friends)
- loss of trust in relationships
- conflict in relationships
- relationship breakdown, separation and divorce
- domestic violence.

Health harm

Gambling can affect both the physical health and the mental health of the person who gambles, as well as that of their family and others. Examples of physical and mental health harm include:

- having less money and/or time available to access to healthcare services
- migraines, high blood pressure and/or sleeping difficulties
- alcohol and/or other drug use problems
- depression and/or anxiety
- other stress-related physical and/or mental health symptoms
- self-harm and/or suicidal thoughts and/or behaviours.

⁵ Browne M., Langham E., Rawat V., et al. (2016). *Assessing gambling-related harm in Victoria: A public health perspective*, Victorian Responsible Gambling Foundation, Melbourne.

Employment and productivity harm

Gambling can affect a person's ability to work or study. Reduced work performance also has a negative effect on our overall economy. Examples of employment and productivity harm include:


- being distracted or not focused on work or study (due to thinking about gambling or being tired from gambling)
- taking time off work or study (to gamble or because of tiredness)
- getting fired
- failing a course.

Legal harm


Gambling can also lead to legal problems, including criminal activity, although this is uncommon. Examples of legal harm resulting from gambling include:

- legal problems relating to being in debt
- legal problems relating to separation or divorce
- child neglect
- theft or fraud to obtain money to gamble or to repay debts.

Things to be aware of about gambling harm



- Gambling harm can be experienced by any patron.
- Family members of the patron may come to you seeking assistance for their partner, son/daughter or parent.
- Preventing gambling harm is better than not acting and allowing the problem to get worse.
- You, as a staff member, can act to help stop a patron from experiencing more serious harm.



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Things to be aware of about gambling harm

Gambling harm does not only affect people who have been diagnosed with a gambling disorder. Gambling harm can be experienced by any person who gambles.

(In a similar example, many people, after a few too many drinks the night before, have woken up late the next morning with a headache and perhaps regretting something they said or did the night before. This does not mean they necessarily have an alcohol use disorder.)

Gambling harm also affects more than just the patron. Family members and others also experience the effects of someone's gambling, so they may come to you as a staff member, seeking assistance.

Preventing further gambling harm leads to far better outcomes for everyone involved than just allowing the problem to get worse and then needing to deal with more serious consequences later.

As a staff member, you can act early to stop someone from experiencing serious gambling harm.

How problems with gambling develop

We're now going to look at how problems with gambling develop. We'll start by reading a case study, which provides one example of a patron experiencing gambling harm.



Activity 3.2 Case study: A patron experiencing gambling harm



Ben played the pokies for the first time on his 18th birthday, at the local pub. He had never really seen a gaming machine before, but his friends convinced him to try it, so he put \$50 in, and got lucky and won a \$5,000 jackpot. This left a powerful impression on Ben. After this experience, Ben continued to play the pokies regularly, hoping he would win another jackpot. He did win occasionally, but never as much as that first time. Ben was so focused on the idea of winning 'free money' that he lost track of the money he spent. He became obsessed with trying to work out how he could win again.

Why do you think Ben gambles excessively?

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ACTIVITY 3.2 Case study: A patron experiencing gambling harm



Ben played the pokies for the first time on his 18th birthday, at the local pub. He had never really seen a gaming machine before, but his friends convinced him to try it, so he put \$50 in, and got lucky and won a \$5,000 jackpot. This left a powerful impression on Ben. After this experience, Ben continued to play the pokies regularly, hoping he would win another jackpot. He did win occasionally, but never as much as that first time. Ben was so focused on the idea of winning 'free money' that he lost track of the money he spent. He became obsessed with trying to work out how he could win again.

Why do you think Ben gambles excessively? Share your answers with the whole group.

What the research tells us about how problems with gambling develop

Research shows that many people who develop problems 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. We can see this in Ben's situation – even though he is now losing money, he continues to play in the hope of winning again.

It's also easy to lose track of your overall losses when you bet small amounts of money here and there, rather than one large amount on a single bet. Over time, the small amounts that Ben is putting into the pokies may already have added up to more than the \$5,000 he won on his 18th birthday.

Other factors, such as Ben's financial, personal and cultural background, might also have encouraged this kind of thinking and behaviour.

Let's look in more detail now at some of the reasons problematic gambling behaviour can develop.

How problems with gambling develop 

Gambling is exciting and rewarding

- Winning money (especially 'big wins') is rewarding.
- Wins are unpredictable.
- Anticipating a win is exciting.
- Patrons continue gambling, hoping the next bet will win.



Responsible Conduct of Gambling - Standard Course 33

Gambling is exciting and rewarding

Winning money – especially a lot of money in a 'big win' – is both an exciting and a rewarding experience. But big wins are completely random, and therefore unpredictable. This leads people to want to continue gambling, hoping that their next bet will be a winning bet. Anticipating a win adds to the excitement, and encourages continued gambling.

A patron might say something like: "I can't stop now – my next bet might be the one that hits the jackpot!" However, we know from the previous section that playing pokies for longer periods does not bring patrons any closer to winning a jackpot.

How problems with gambling develop 

Common gambling myths:

- X It takes skill to win.
- X The more I bet, the more likely I am to win.
- X I just want to make back what I've lost.



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Many people believe certain gambling myths

Many people don't fully understand how pokies work, or the likelihood of winning. They might 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.

One of the most powerful myths that keeps people gambling is that if they continue gambling, they are more likely to win back the money they have lost. This is not true. Their gambling has led to losses, and more gambling will only lead to more losses. Trying to 'make back' losses is a common behaviour that leads to gambling harm.

Another way of thinking that also contributes to the development of problems with gambling is thinking only in the short term, or the 'here and now'. People often do not think about the long-term effects of their behaviour over an extended period of time.

 Activity 3.3 Gambling myths 

What are some incorrect beliefs that patrons might have about how the pokies operate, or about their likelihood of winning when gambling?



Responsible Conduct of Gambling - Standard Course 35

ACTIVITY 3.3 Gambling myths



What are some of the incorrect beliefs that patrons might have about their level of skill when gambling?

What are some of the incorrect beliefs that patrons might have about how the pokies work?

 **Activity 3.4 Different ways to think about winning and losing** 

- I go to the venue with \$50 in my pocket.
- I play for an hour, and I win \$100.
- I continue playing, and after another hour I stop and go home with \$50 in my pocket.

How much did I spend gambling?
How much did I lose?
How much did I win?



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ACTIVITY 3.4

Different ways of thinking about winning and losing



I go to the venue with \$50 in my pocket. I play for an hour, and I win \$100. I continue playing, and after another hour I stop and go home with \$50 in my pocket.

How much did I spend gambling?

How much did I lose?

How much did I win?

How problems with gambling develop

Gambling as an emotional escape
Some people use gambling to help them cope with emotional distress, just like some people use alcohol and other drugs.



Responsible Conduct of Gambling - Standard Course 38

People often use gambling as an emotional escape

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.

Further, the consequences of gambling often make the situation worse, creating additional stress.

How problems with gambling develop

Personality factors and life experiences

- Sensation-seeking or impulsive personalities
- Family history of problems with gambling
- Family or friends who gamble.
- Experienced trauma



Responsible Conduct of Gambling - Standard Course 39

Personality and life experiences can also contribute to the development of problems with gambling

Some people have personalities that make them seek sensations and act more impulsively than others, and this might lead them to make riskier decisions in their gambling.

Some people have a family history of problems with gambling.

Others may be influenced by family or friends who gamble. Some people have experienced trauma in their lives, and this might have contributed to them developing problems with gambling.



Three levels of gambling risk

Gambling risk can be grouped into three main levels.

- **Low-risk gambling** is when a patron gambles socially, with amounts that they can afford, and the gambling is fun and does not result in any harm.
- **At-risk gambling** is when a patron might occasionally lose more money than they intended, which has some relatively minor consequences.
- **Problematic gambling** is when a patron frequently loses more money than they can afford to, which has serious consequences for them and others.

Anyone can gamble in a way that may lead to gambling harm.

People can also move between risk categories over time. For this reason, you always need to be observing and monitoring in case a patron's behaviour changes over time.

A person who gambles in a low-risk way now might not always continue to gamble that way.

Similarly, problematic gambling is not necessarily a permanent 'addiction' that a person can never recover from.

As a staff member, you are constantly interacting with patrons who fit into each of these categories at any given time, and each individual patron might have moved between these categories during their lifetime.

This is one of the reasons why it is so important to know patrons well, and to respond appropriately and at the right time (we'll cover how to do this in Section 5).

Responding appropriately and at the right time can help to prevent a patron from moving from low-risk or at-risk gambling to problematic gambling.

It can also reduce the likelihood of someone who previously gambled in a problematic way from relapsing.

Who is most at risk of developing problems with gambling?



- Young men (aged 18–34)
- **Gaming venue staff**
- People in lower socioeconomic settings
- People from Aboriginal and culturally and linguistically diverse communities
- Older adults (65+)
- People with mental health or substance use problems
- People with easy access to gambling venues

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Who is most at risk

Research has identified several groups that have a greater risk of developing problems with gambling than the broader community. These are:

- young men aged between 18 and 34
- people who work in gaming venues – this is something to be mindful of as you begin to work around pokies regularly
- people living in lower socioeconomic settings
- people from Aboriginal and culturally and linguistically diverse communities
- people aged 65 or over
- people with mental health problems (such as depression or anxiety disorders), or drug or alcohol problems
- people with easy access to gaming venues (such as people who live within walking distance to several clubs and hotels).



However, it's important to note that this information is general, and it does not take people's individual factors into account.

So please be very careful in how you interpret this information. It is very important never to stereotype people according to whether they do or do not belong to one of these groups, as this could lead you to make incorrect assumptions about whether a particular person does or does not have a problem with gambling.

Taking risks and doing what seems irrational is common

In gambling, people are losing more money than they win.
So why do people continue to do things that might seem irrational, risky, or bad for their wellbeing?

Activity 3.5 Reflective question
Do you ever do things that other people might consider irrational, risky, or bad for your wellbeing?



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Responding to patrons experiencing gambling harm


ACTIVITY 3.5 Reflective question



Do you ever do things that other people might consider irrational, risky, or bad for your wellbeing?


For example, do you ever drink too much on a night out, order a large meal or a dessert when you're trying to watch your diet, put an expensive item of clothing on your credit card when that money could be better spent elsewhere, or binge on Netflix when you have a work or study deadline approaching?

(That probably doesn't leave many of us out!)

Different ways of thinking about problematic gambling behaviour 

- A habit
- An addiction
- An impulse control disorder
- A poor lifestyle choice
- A character flaw or a moral weakness
- Incorrect beliefs
- A brain disease
- All of the above

Some of these ways of thinking about problematic gambling behaviour are more accurate and more helpful than others. Your personal views will influence how you interact with patrons.

 **Activity 3.6 Different ways of thinking about problematic gambling behaviour**

Which of these do you think are the most accurate and helpful? Which are the least accurate and helpful? Why?

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Different ways of thinking about problematic gambling behaviour

There are many different ways of understanding or explaining why some people gamble more than they can afford. Some of these ways are accurate and helpful, while others are less accurate and not helpful.

It's very important to understand that your own personal views will influence how you interact with patrons.

Here are some examples of some of the ways that problematic gambling behaviour has been described.

- A habit – it's just a repeated automatic behaviour that is often performed unconsciously
- An addiction – it's just like an alcohol or drug addiction, which has damaging effects on the person's health
- An impulse control disorder – the person cannot resist sudden and intense urges to engage in a behaviour even though it has negative consequences
- A poor lifestyle choice – the person has made bad judgements in their decision to gamble, and is fully responsible for the problems it has created
- A character flaw or a moral weakness – the person is weak or 'bad', and is fully responsible for their own problems and deserves the negative consequences
- Incorrect beliefs – the person believes myths about how gambling works, and about their own ability to control or influence the outcome
- A brain disease – just like Alzheimer's disease or Parkinson's disease, it is a medical issue caused by abnormalities in how the person's brain works, and the person has no control or responsibility for their decisions
- A combination of some or all of the above

ACTIVITY 3.6

Different ways of thinking about problematic gambling behaviour



Which of the descriptions above do you think are the most accurate and helpful, and why?

Which of the descriptions above do you think are the least accurate and helpful, and why?

Stigma and its implications



Stigma = Social disapproval or lack of respect towards someone due to a particular characteristic.

Examples: being unemployed, experiencing drug addiction
Stigma leads to **stereotyping and discrimination**.

Your views about gambling harm will affect:

- your behaviour towards patrons experiencing gambling harm
- how they feel about themselves
- how they respond to you
- how likely they are to ask staff for help
- how likely they are to seek professional help and recover.

Responsible Conduct of Gambling - Standard Course 44

Stigma and how it affects people experiencing gambling harm

The word 'stigma' refers to general social disapproval or lack of respect towards someone due to a particular characteristic.

For example, in our society there is some stigma associated with being unemployed for a long time, or experiencing drug addiction, or even having a serious mental illness.

Stigma can lead to stereotyping, which is when we assume certain things about a particular person just because they belong to a particular group (e.g. 'All unemployed people are lazy').

It can also **lead to discrimination, which is when people who belong to a particular group are treated less fairly than others (e.g. 'I won't employ someone who has been unemployed for a long time, because they're lazy').**


In our society, many people who have problems with gambling experience stigma and discrimination.

Stigma is also often believed ('internalised') even by the person experiencing it, so that a person experiencing problems with gambling might feel disappointed in themselves, guilty, ashamed, embarrassed, stupid, weak, or like a failure. This can even lead to them suffering from mental health issues such as depression and anxiety.

How you view people experiencing problems with gambling can therefore have wide-ranging effects, including:

- how you act towards a patron experiencing problems with gambling
- how the patron feels about themselves
- how the patron responds to your offers of assistance and support
- how likely the patron is to ask you or other staff for assistance or support
- how likely it is that the patron will seek professional help and be able to recover.

Your attitude is important



The attitude that a patron experiencing gambling harm is **irresponsible, weak, untrustworthy, greedy or foolish** leads to disapproval, blame, lack of support, and negative outcomes.

The attitude that a patron experiencing gambling harm is **having difficulty controlling their gambling behaviours or emotions, or experiencing mental health issues due to life circumstances** leads to understanding, offers of support, and positive outcomes.

Responsible Conduct of Gambling - Standard Course 45

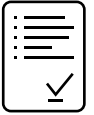
Why your attitude towards people experiencing gambling harm has important implications

Think back to the different ways of thinking about problematic gambling.

Having an attitude that a patron experiencing gambling harm is irresponsible, weak, untrustworthy, unproductive, greedy or foolish may lead you to blame them for their problems, and make you less likely to offer them the help they need, resulting in negative outcomes for the patron and the venue.

Having an attitude that a patron experiencing gambling harm is currently having difficulty controlling their gambling behaviours and emotions, or may be struggling with a mental health issue, may lead you to seek greater understanding of that patron's difficulties, and make you more likely to offer them appropriate assistance and support, resulting in much better outcomes for the patron and the venue.

SECTION 3 Quiz



Question 1: Which of the following statements accurately describe someone who is experiencing problems with gambling? (Select all correct answers.)

- a. They gamble regularly for recreational purposes, without spending more than they can afford.
- b. They have difficulty limiting the amount of money and/or time they spend on gambling.
- c. They gamble excessively, which often leads to conflict in their relationships with family and friends.
- d. They are a person of weak character.
- e. They may have incorrect beliefs about the possibility of winning, which leads to gambling behaviour that causes harm.

Question 2: What are some of the effects of staff having a negative attitude towards patrons who are experiencing problems with gambling? (Select all correct answers.)

- a. Staff are more understanding of patrons experiencing problems with gambling.
- b. Patrons experiencing gambling harm are less likely to seek help.
- c. It reinforces the stigma of gamblers as irresponsible, impulsive, weak or foolish.
- d. Patrons experiencing gambling harm may believe those negative attitudes and feel embarrassed.
- e. It helps patrons experiencing gambling harm to regain control of their behaviour.

Question 3: Which of the following groups are high risk of developing problems with gambling? (Select all correct answers.)

- a. Young men
- b. Middle-aged women
- c. Gaming venue staff
- d. People experiencing mental health issues
- e. People from other cultural backgrounds

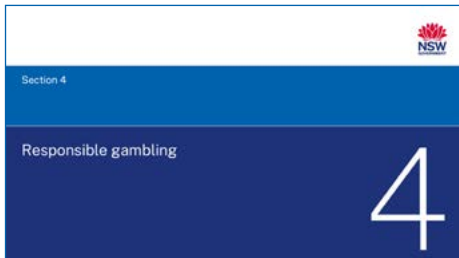
Section 4

Responsible gambling



SECTION 4

Responsible gambling



This section explains the purpose of responsible gambling practices, outlines specific things that should be done to minimise gambling harm, and describes the roles and responsibilities of staff with gaming machine ('pokies') duties in making sure that all relevant laws are followed at their venue.



Learning outcomes

By the end of this section, you will:

- understand the purpose and aims of responsible gambling practices
- be familiar with the legislation and harm minimisation measures relevant to your role
- know your roles and responsibilities relating to harm minimisation measures.



Defining responsible gambling

Because we, as a society, now understand the serious harms that can be caused by problematic gambling – not just to the patron, but also to their family and friends and to the wider society and economy – governments now closely regulate the gambling industry through legislation (laws) and codes of conduct.

The aim of these is to promote a culture of 'responsible gambling', in order to minimise gambling harm.



'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 for responsible gambling

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, which are all based on 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 at all times.
- **Patrons** are responsible for gambling within their own personally affordable financial and other limits.

For clubs and hotels in NSW, the most relevant government departments are Liquor & Gaming NSW and the NSW Office of Responsible Gambling.

For more information about the organisations responsible for the regulation of gambling in NSW, and the laws that apply to responsible gambling in NSW, see Appendices 1 and 2 at the back of this Participant Workbook.

Harm minimisation measures

To minimise gambling harm, but still allow gambling, there are:

1. harm minimisation measures directly relevant to your role
2. other harm minimisation measures you also need to know about.

Responsible Conduct of Gambling – Standard Course 54

Harm minimisation measures

In order to minimise the harm that can be caused by gambling, while still allowing people to gamble if they choose to, the legislation that applies to gambling includes a number of 'harm minimisation measures' that are directly relevant to your role, as well as other harm minimisation measures that you also need to be aware of.

Harm minimisation measures that are directly relevant to your role

These are the harm minimisation measures that you are responsible for applying or following in your role.

Harm minimisation measures directly relevant to your role

Restricting access to minors

- Do not allow anyone aged under 18 into a gaming area.
- Display required signage (see right).
- Unsure of someone's age? Ask for photo ID and their full name and address.
- For more information, see Appendix 3 in your Participant Workbook.



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Restricting access to minors (people aged under 18 years)

- You must not allow any person under the age of 18 years into any gaming area (unless it can be proven that they are only passing through the gaming area while accompanied by a responsible adult).
- Your venue is legally responsible for any operation of pokies by minors.
- Signs stating that minors are not allowed (see slide) must be displayed at each entrance to each gaming area.
- If someone tries to access a gaming area (or is already in a gaming area) and you suspect that they are under the age of 18, you must:
 - ask them to produce a valid photo ID, *and*
 - ask them to state their full name and residential address, and check that these match their photo ID.

For a list of acceptable forms of photo ID and how to check them, see Appendix 3 at the back of this Participant Workbook.

Harm minimisation measures directly relevant to your role

Restricting inducements to patrons

- An 'inducement' is something that encourages or persuades someone to do something.
- No free or discounted alcoholic drinks to patrons playing pokies.
- Restrictions apply to offering free pokies credits.



Responsible Conduct of Gambling - Standard Course 56

Restricting inducements to patrons


An 'inducement' is something that encourages or persuades someone to do something.

- You must not offer or give patrons any free or discounted alcoholic drinks as an inducement to play pokies.
- Restrictions also apply to offering patrons free pokies credits.

Harm minimisation measures directly relevant to your role

Restricting availability of cash to patrons

- Patrons may cash one cheque per day, up to \$400.
- If a patron has tried to cash a 'bad cheque', you must not cash any more cheques for that patron until they've paid back the amount they owe.
- No credit.
- No cash from credit card accounts (includes ATM and EFTPOS).
- Winnings up to \$5,000 can be paid in cash.
- Winnings over \$5,000 must be paid by cheque or bank transfer.



Responsible Conduct of Gambling - Standard Course 57

Restricting availability of cash to patrons

- Patrons are allowed to exchange cheques for cash, but only one cheque per day per patron, and only up to \$400.
- If a patron has previously tried to cash a 'bad cheque' (a cheque that could not be cashed, for example because there was not enough money in the account, or because there was a mistake on the cheque), then you must not cash any more cheques for that patron until they have paid back the amount they owe the venue from the bad cheque.
- You must not provide credit to a patron, and your venue must not have any cash dispensing facility (ATM or EFTPOS) that allows patrons to withdraw cash from a credit card account.
- Winnings of up to \$5,000 may be paid out in cash. Winnings over \$5,000 must be paid by cheque or by bank transfer. If a patron wins more than \$5,000, you must encourage them to take the entire amount in cheque or bank transfer.

Harm minimisation measures directly relevant to your role

Displaying required harm minimisation signage
Gives patrons information about how gambling products work, so they can make informed gambling decisions and minimise gambling harm.

A million to one.
Posters and brochures in all gambling areas.

Help is close at hand.
Stickers on all pokies, ATMs and cash terminals.

Contact cards for help services in card holders at end of pokies.

Responsible Conduct of Gambling - Standard Course 88

Displaying harm minimisation signage

Your venue must display signage such as the signs shown on the slide. This gives patrons accurate information about how gambling works, so they can make informed gambling decisions and minimise gambling harm.

The required signage includes information about the odds of winning, the harms associated with gambling, and available support services (which we'll discuss later).

Specifically, venues must do all of the following:

- display posters and make information brochures available in all gambling areas, and
- place contact cards with details of the relevant help services in clear card holders at the end of each row of gaming machines ('pokies'), and
- display stickers on every gaming machine, ATM and cash terminal, showing a warning about gambling and how to get help with gambling problems.

Other harm minimisation measures you need to be aware of

Measure	Description
Minimum 6-hour shutdown	From 4am to 10am every day
Pokies location	Cannot be visible from outside the venue
ATM/EFTPOS location	Separate area from the pokies
Promotional prizes	No cash Not worth more than \$1,000
Advertising restrictions	No pokies advertising outside venue, to public, without consent, or to self-excluded patrons. No advertising of inducements to gamble

Responsible Conduct of Gambling - Standard Course 89

Other harm minimisation measures you need to be aware of

The legislation also includes several other harm minimisation measures that might not be directly relevant to your day-to-day duties, but you still need to be aware of them so that you can point out to senior management if they are not being followed at your venue. This will help to ensure that your venue is following all the relevant legislation.

- The pokies must not be operated for the six-hour period between 4am and 10am each day (or other approved period).
- The pokies must be located in an area where they are not visible to anyone outside the venue.
- Any ATM or EFTPOS machines must be in a separate area from where the pokies are located.
- Any promotional prizes or rewards linked to pokies must not be offered in cash, and must not be worth more than \$1,000. (This does not refer to winnings received directly from the pokies.)
- Advertising of pokies is not allowed outside the venue.
- Advertising of pokies is only allowed in trade publications and for commercial activities that are not on public display or available to the public.
- Advertising for pokies may only be provided to patrons who have consented to receive this material.
- Promotional material cannot be sent to self-excluded patrons (we'll discuss self-exclusion later).
- Advertising of inducements to gamble is not allowed.

Following harm minimisation measures 

Step 1: Know your responsibilities
Examples: Refilling contact card holders; not serving free alcohol; checking ID; paying winnings over \$5,000 by cheque or bank transfer

Step 2: Report any concerns to senior management
Examples: Can't hear/see pokies from outside venue; required signage not displayed; venue not closing/opening at appropriate times

Step 3: If necessary, report concerns to Liquor & Gaming NSW
Example: Your gaming manager tells you to serve free alcohol to patrons playing the pokies, you tell your gaming manager it's against the law, but they tell you to do it anyway

Responsible Conduct of Gambling - Standard Course 60

Following harm minimisation measures

As a staff member, you are responsible for following all the legal requirements that apply to your role. You are also responsible for taking reasonable action not to cause foreseeable harm to patrons at your venue.

The following steps will help you to make sure you meet these requirements.

Step 1: Know your day-to-day harm minimisation responsibilities

Examples might include refilling the card holders with GambleAware contact cards (we'll talk about GambleAware later); not serving free or discounted alcoholic drinks to patrons playing the pokies; checking patrons' ID when you're unsure of their age; and always paying winnings of more than \$5,000 by cheque or bank transfer.

Step 2: Report any concerns to senior management

If you notice that your venue is not meeting one of its legal requirements, and that requirement is not part of your own day-to-day duties, then you must report the issue to the senior management of your venue. Examples might include if you happen to notice that you can hear or see the pokies from outside the venue; that the required signage is not displayed in the gaming area; or that the venue is operating pokies during the required shutdown period. Your senior management must then address the issue.

Step 3: If necessary, report concerns directly to Liquor & Gaming NSW

If the senior management of your venue fails to address the issue you have raised, then you can report the issue directly to Liquor & Gaming NSW. An example might be that your gaming manager asks you to serve free alcohol to certain 'big spenders' while they play the pokies, and you mention that this is against the law, but your manager tells you to do it anyway. On the next slide we will discuss how to report your concerns.



How to report a concern to Liquor & Gaming NSW

If you ever need to report a concern directly to Liquor & Gaming NSW, you can do it online by following these links:

Liquor & Gaming NSW (www.liquorandgaming.nsw.gov.au)

> Community & stakeholder > Have your say > Complaints > Report a breach of the law

This will take you to an online form, where you can report your concern by filling in the boxes provided.

You can also report your concern by phone on 1300 024 720.

Whether you make your report online or by phone, the process is anonymous, so your personal details will not be disclosed to your venue without your permission.

Remember, if a venue is not following the required harm minimisation measures, and you don't report the issue to make sure it is addressed, the venue might be fined for not meeting the requirements.

ACTIVITY 4.1

Which of these scenarios should you report to senior management?
(Select all correct answers.)



- a. You notice a staff member giving some of the regular patrons free beer or wine when they play the pokies.
- b. You notice a staff member giving some of the regular patrons free tea or coffee when they play the pokies.
- c. A patron has brought their one-year-old son to the venue. They take their son into the pokies area and sit him on their knee while they play the machines.
- d. A patron and their seven-year-old daughter walk through the pokies area to get the bistro. This is the only way to get to the bistro from the front entrance.
- e. You notice a patron playing the pokies who looks like they might be underage, but you're not sure. You ask them for ID, and they show you their TAFE student card, which they say is the only ID they have.
- f. You are sharing the cash till with another staff member who has been working at the venue for much longer than you. You see this staff member exchange a cheque for \$300 cash. It's the first time you've seen that patron at the venue that day.
- g. A patron has won the grand prize of \$8,000 on the pokies. A staff member agrees to pay all the patron's winnings in cash.

SECTION 4 Quiz



Question 1: What do harm minimisation measures do? (Select all correct answers.)

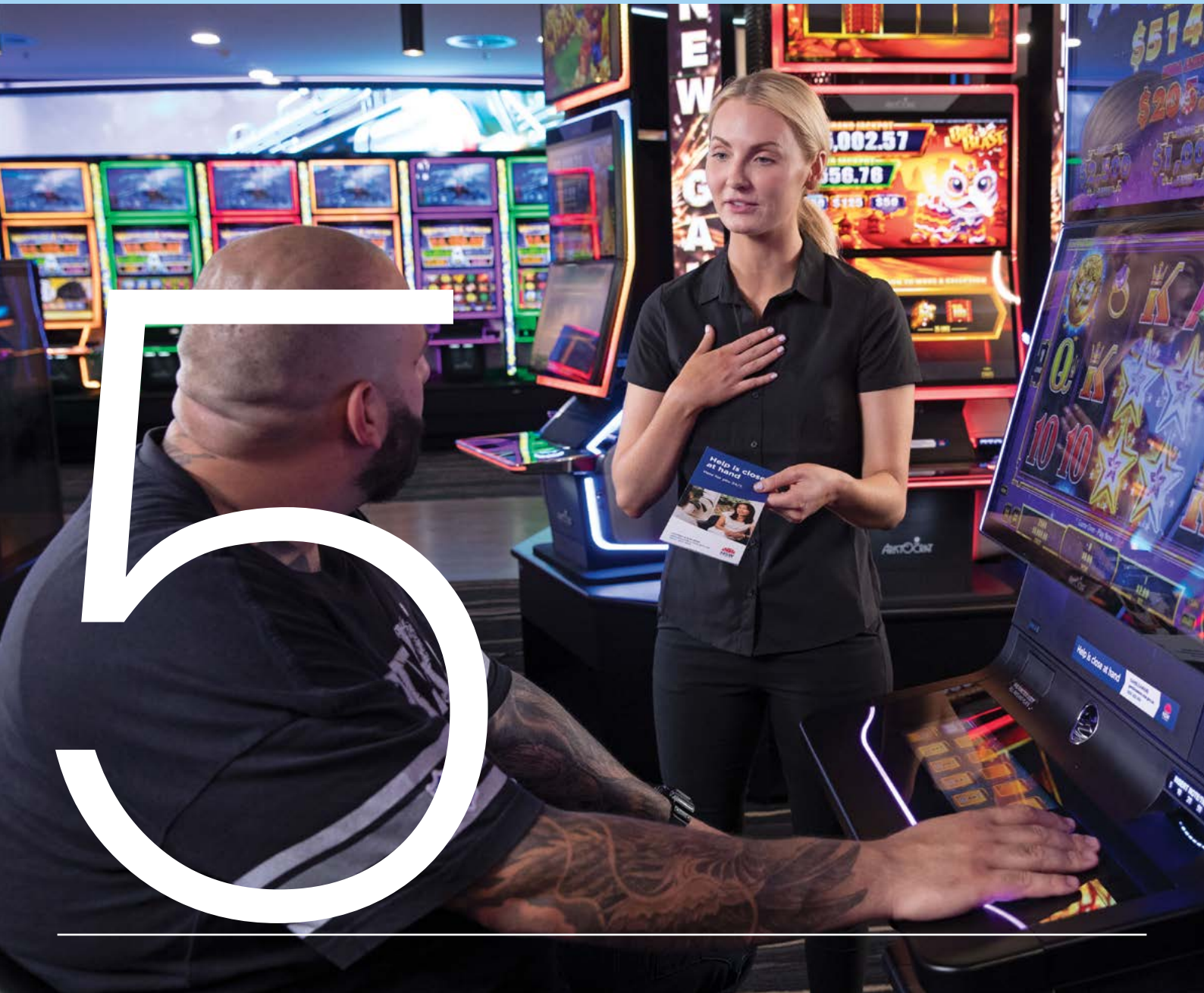
- a. Help patrons to make informed choices when gambling
- b. Require venues to provide a safe gambling environment
- c. Help patrons to limit the amount of time but not the amount of money they spend gambling
- d. Inform patrons of the risks linked to gambling and where to get help if they need it

Question 2: As a staff member, which of the following are your responsibilities? (Select all correct answers.)

- a. To visit patrons at their home to provide support
- b. To prevent underage gambling
- c. To make sure responsible gambling brochures and contact cards are available to patrons
- d. To diagnose patrons with a clinical gambling disorder
- e. To report any breaches of legislation or regulations that you notice

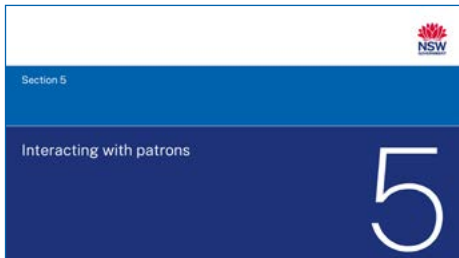
Section 5

Interacting with patrons

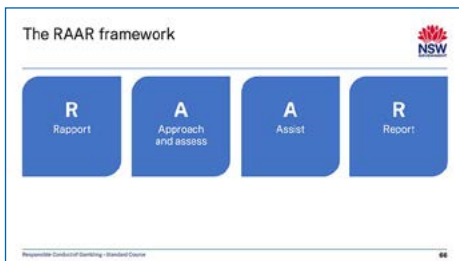


SECTION 5

Interacting with patrons



This section introduces the '**RAAR**' framework, which stands for **R**eport; **A**pproach and assess; **A**ssist; and **R**eport. The **RAAR** framework gives you the knowledge, skills and confidence to interact safely and effectively with all patrons at your venue, including those who might be distressed or angry. It provides a proactive approach, which encourages you to identify and respond to any patrons experiencing gambling harm.



The 'RAAR' framework

Report > **A**pproach and assess > **A**ssist > **R**eport

Your safety

Your safety at work is of the highest importance. So before we begin this section, we're going to take a moment to emphasise some guidelines to protect your safety at all times, in every interaction you have with patrons.

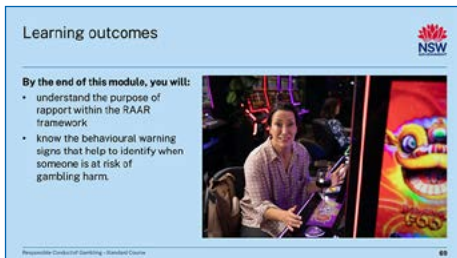
- Be aware that if a situation becomes challenging, a patron might become distressed, angry, aggressive or potentially even violent.
- Before you approach any patron, check whether the patron is showing any signs of distress or aggressive behaviour, and decide whether you can safely approach them or whether you need the support of another staff member or a manager.
- If you are concerned that a situation might become challenging, always keep a safe distance between you and the patron.
- If a patron is displaying aggressive behaviour, tell security. If police assistance is required, call 000.
- If a patron becomes so distressed that you are concerned for their safety, ask for immediate assistance from senior staff and/or security, and stay with the patron until someone else can take over (such as senior staff, security, police or ambulance officers).
- Never try to hold or restrain a patron if they choose to leave the venue, even if they are extremely distressed or aggressive.



MODULE 5.1

Developing rapport with patrons

This module introduces you to the first step in the **RAAR** framework: **R**apport. Developing rapport with patrons allows you to identify any patrons who may be experiencing gambling harm, distress, or dissatisfaction with the venue, and makes patrons feel more comfortable about approaching staff if they require support.



Learning outcomes

By the end of this module, you will:

- understand the purpose of rapport within the **RAAR** framework
- know the behavioural warning signs that help to identify when someone is at risk of gambling harm.





Defining rapport


In a general sense, developing 'rapport' with someone means establishing a good relationship with them, so that you can communicate effectively and understand each other's feelings, ideas, and points of view.

In gaming venues, developing rapport with patrons means:

- developing respectful relationships with patrons
- making patrons feel comfortable raising any concerns with you about their experience at the venue.

The importance of rapport with patrons 

 Activity 5.1 What do you think are some of the benefits of having good rapport with patrons?




Responsible Conduct of Gambling - Standard Course 71


The importance of rapport

ACTIVITY 5.1 The importance of rapport with patrons



What do you think are some of the benefits of having good rapport with patrons?

Developing rapport in everyday life 

 Activity 5.2 How do you usually develop rapport with a person when you're getting to know them? What do you do? What do you say?

Responsible Conduct of Gambling - Standard Course 72

How to develop rapport

Developing rapport in everyday life

We're going to start by looking at how you develop rapport in your everyday life. Whenever you're getting to know someone new, you generally say and do certain kinds of things – probably without even thinking about it – to establish a friendly connection with that person.

Each of you will have your own 'style' of getting to know new people.

ACTIVITY 5.2 Developing rapport in everyday life



How do you usually develop rapport with a person when you're getting to know them? What do you do? What do you say?

Developing rapport with patrons 

- Make an effort to start a conversation.
- Introduce yourself in a polite, friendly way.
- Greet them by their name if you can and welcome them to the venue.
- Always be professional and respectful in your interactions with patrons.

Examples:
 "Hi, I'm [name] and I work here at [venue]. Welcome! I'm here to help, so please let me know if there's anything I can do for you at any time."
 "Hi [patron's name], welcome back! It's nice to see you again. How are you today?"




Responsible Conduct of Gambling - Standard Course 75

How to develop rapport with patrons


Many of the same strategies from everyday life will come in handy when developing rapport with patrons.

Here are some basic steps to follow when introducing yourself and developing rapport with patrons.

- Make an effort to start a conversation.
- Introduce yourself in a polite, friendly way. Greet them by their name if you can, and welcome them to the venue. For example:
 "Hi, I'm [name] and I work here at [venue]. Welcome! I'm here to help, so please let me know if there's anything I can do for you at any time"
 "Hi [patron's name], welcome back! It's nice to see you again. How are you today?"
- Always be professional and respectful in your interactions with patrons.

Warning signs of problematic gambling behaviour 

= any behaviours that suggest that someone might be experiencing some level of harm as a result of their gambling

 **Activity 5.3** What warning signs of problematic gambling behaviour would you expect to see in a club or hotel?

Responsible Conduct of Gambling - Standard Course 76

Identifying the warning signs of problematic gambling behaviour

An important reason for developing rapport with patrons is so that you can identify any warning signs of problematic gambling behaviour.

A warning sign of problematic gambling behaviour is any behaviour that suggests that someone *might* be experiencing some level of gambling harm.

ACTIVITY 5.3

Warning signs of problematic gambling behaviour



What warning signs of problematic gambling behaviour would you expect to see in a club or hotel?

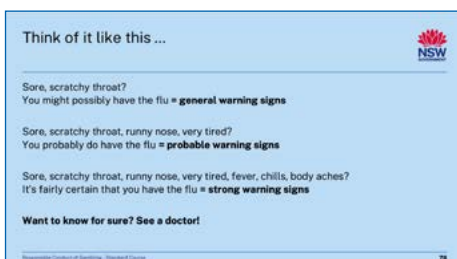


Researchers have identified a number of warning signs of problematic gambling behaviour, which can be grouped into three categories that reflect how likely it is that the person might be experiencing gambling harm.

- **General** warning signs should raise some concern that the person might possibly be experiencing gambling harm.
- **Probable** warning signs should raise more concern, because they suggest that the person is more likely to be experiencing gambling harm.
- **Strong** warning signs should raise even more concern, because they suggest that the person is very likely to be experiencing gambling harm.

It's important to understand that these three categories do not reflect the seriousness of the gambling harm that the patron might be experiencing. They reflect how likely it is that the patron might be experiencing some type of gambling harm.

It's also important to understand that these warning signs cannot tell us the cause of any potential problem, and that they do not allow us to diagnose a person with a gambling problem.



Think of it like this ...

It might be helpful to think if the warning signs of problematic gambling behaviour in the same way you might think of the warning signs of having the flu.

- If you notice that you're developing a sore throat, you might think that you might possibly have the flu ... but it could just be a cold, or maybe even something you ate. *These symptoms are like **general** warning signs.*
- If you then also develop a runny nose and feel very tired, as well as having a sore throat, you might think that you probably do have the flu ... although it could still just be a cold, or some other illness. *These symptoms are like the **probable** warning signs.*
- If you go on to develop a fever and chills and body aches, as well as the runny nose and tiredness and sore throat, then you'll probably feel fairly certain that you really do have the flu. *These symptoms are like the **strong** warning signs.*

Notice that even when you have all of these symptoms, and are pretty sure that you probably do have the flu, the only way to be absolutely sure is to see a doctor, who can assess you and diagnose whether you really do have the flu or not.

It's similar for the warning signs of problematic gambling behaviour. Showing some of the warning signs does not mean that a person definitely has a gambling problem, but it does suggest that the person is more likely to have problems with gambling than someone who does not show any of the warning signs.

The only way to be absolute sure that a person has a gambling problem is if a qualified professional (such as a clinical psychologist) has assessed and diagnosed them.

General warning signs



General

- Starts gambling when venue opens, or only stops when venue closes
- Gambles most days
- Asks to change large notes before gambling
- Significant increase in spending
- Complains to staff about losing, or blames venue or machine
- Gambles on more than one machine at once
- Uses rituals/superstition
- Uses coin machine at least four times
- Rushes from one machine to another

Responsible Conduct of Gambling - Standard Course 79

General warning signs of problematic gambling behaviour

These signs should raise some concern that the person might possibly be experiencing gambling harm.

- Starts gambling when the venue is opening, or only stops when venue is closing
- Gambles most days
- Asks to change large notes before gambling
- Shows a significant increase in spending patterns
- Complains to staff about losing, or blames the venue or the machines for losing
- Gambles on more than one machine at the same time
- Uses rituals or shows superstitious behaviours, such as rubbing the machine, talking to the machine, or using a 'lucky charm'
- Uses the coin machine at least four times
- Rushes from one machine to another

ACTIVITY 5.4


General warning signs of problematic gambling behaviour



Which of these general warning signs do you think would be easier to notice, and why?

Which do you think would be easier to notice after you've developed rapport with a patron (or at least directly interacted with them)?

Probable warning signs



Probable


- Finds it difficult to stop gambling at closing time
- Withdraws cash through ATM or EFTPOS more than once
- Avoids the cashier, instead using the ATM themselves
- Puts large wins back into the machine and keeps playing
- Often gambles for long periods (three or more hours) without a proper break
- Plays very fast
- Plays intensely, without reacting to what's going on around
- Becomes angry or stands over others if someone takes their favourite machine/spot
- EFTPOS is repeatedly declined by their bank

Responsible Conduct of Gambling - Standard Course 82

Probable warning signs of problematic gambling behaviour

- Finds it difficult to stop gambling at closing time
- Withdraws cash through ATM or EFTPOS more than once
- Avoids the cashier, instead using the ATM themselves
- Puts large wins back into the machine and keeps playing
- Often gambles for long periods (three or more hours) without a proper break
- Plays very fast
- Gambles intently, without reacting to what's going on around them
- Becomes angry or stands over others if someone takes their favourite machine/spot
- EFTPOS is repeatedly declined by their bank

Strong warning signs



Strong

- Gambles from opening until closing
- Tries to borrow money from other patrons or from staff
- Displays generally poor hygiene, or a significant decline in personal grooming or appearance over several days (body odour, dirty or unchanged clothes, messy or greasy hair)
- Hides their presence at the venue
- Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)
- Tells staff that gambling is causing them problems
- Friends or family raise concerns about them with staff

Responsible Conduct of Gambling - Standard Course 83

Strong warning signs of problematic gambling behaviour

- Gambles from opening until closing
- Tries to borrow money from other patrons or from staff, or asks for credit
- Displays generally poor hygiene, or a significant decline in personal grooming or appearance over several days (body odour, dirty or unchanged clothes, messy or greasy hair)
- Tries to hide their presence at the venue
- Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)
- Tells staff that gambling is causing them problems
- Friends or family raise concerns about them with staff



ACTIVITY 5.5


Probable and **strong** warning signs of problematic gambling behaviour



Which of these **probable** and **strong** warning signs do you think would be easier to notice, and why?

Which do you think would be easier to notice after you've developed rapport with a patron (or at least directly interacted with them)?

 **Activity 5.6 Case study: A person showing warning signs of problematic gambling behaviour** 

 As we watch this video, notice any warning signs of problematic gambling behaviour that you think the character Ruby is showing, and write them down under the relevant headings:

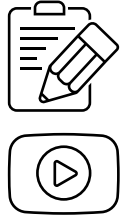
- **General**
- **Probable**
- **Strong**

How could you use rapport to better understand the warning signs Ruby is showing?

Responsible Conduct of Gambling - Standard Course

ACTIVITY 5.6

Case study: A patron showing warning signs of problematic gambling behaviour



As we watch this video, notice any warning signs of problematic gambling behaviour that you think the character Ruby is showing, and write them down here under the relevant headings.

(Note that the video script is provided below, in case you want to follow it while watching.)

General warning signs of problematic gambling behaviour

Probable warning signs of problematic gambling behaviour

Strong warning signs of problematic gambling behaviour

How could you use rapport to better understand the warning signs Ruby is showing?

Video script



Narrator: Ruby is a regular patron at the club. You often see her playing on the pokies during her visit. The last few times she has visited, she's played on the machines for a few straight hours, and you've had to tell her that the gaming area is closing, and she will need to leave.

You are cleaning the pokies room just before close one night, and notice that once again Ruby is the only person still remaining. You approach her.

Looking tired and dishevelled, Ruby talks to the machine while hitting the spin button rapidly.

Staff member: Hey Ruby, just letting you know that we're closing in two minutes, so you may want to cash in your credits now.

Ruby jumps at the staff member's voice. After realising what they've said, she becomes visibly agitated.

Ruby: Okay, I'm sorry, I didn't realise the time. Can I just get a little bit longer? I just need to win back some of what I put in today.


Ruby begins looking through her purse for more money.

Staff member: I'm sorry if I startled you Ruby, and I do need to ask you to stop playing now. I need to make sure these machines are turned off by 4 am.

Ruby [looking disappointing]: Okay. Um, I guess I'll be here tomorrow. You know, these machines are rigged, because I've been playing for hours without a win. I have no idea how I'm going to cover rent this month. Guess I'll see you tomorrow.

Staff member looks at Ruby with concern.

Narrator: That's the end of the scene for now. We'll pick it up again later after covering some important course material that will help guide you in providing Ruby with some appropriate GambleAware resources.

Key messages 

 Warning signs are only suggestions that a patron might be experiencing gambling harm.

 Watch the patron's behaviour to see how many signs are present. The more signs present, the more likely it is that they might be experiencing gambling harm.

 Having rapport with a patron helps you to notice if anything is different that might suggest that they are experiencing gambling harm.

Responsible Conduct of Gambling - Standard Course 88

Important notes about warning signs

It's very important to remember that warning signs are only suggestions that a patron might be experiencing gambling harm. There are also other warning signs that we have not covered today.

You can never know for sure that a patron is experiencing gambling harm based on warning signs alone, but the more warning signs you notice, the more likely it is that the patron might be experiencing gambling harm.

For this reason, it's very important for you to observe and notice each patron's behaviour over time.

Developing rapport with patrons is also very important, because it helps you to notice if anything is ever different that might suggest that the patron is experiencing gambling harm.

MODULE 5.1 Quiz



Question 1: Your safety at work is of the highest importance. What are some ways you can stay safe at work? (Select all correct answers.)

- a. Tell security if a patron is displaying aggressive behaviour.
- b. Make sure the patron knows you are in charge, by yelling at them to stop being angry and listen to you.
- c. Before approaching a disruptive patron, assess the situation to make sure it is safe for you to approach them.
- d. Always call 000 to let police, fire and ambulance know that a patron is being disorderly.
- e. Avoid doing anything yourself, and hope that senior management will deal with the situation.

Question 2: Why is it necessary for you to develop rapport with patrons? (Select all correct answers.)

- a. To make them feel welcomed and valued
- b. To be given more tips
- c. To get to know their usual gambling patterns and behaviours
- d. To be nominated for the Employee of the Month award
- e. To notice when they show warning signs of problematic gambling behaviour

Question 3: A patron shows the following warning signs:

- 1. Withdraws cash on many occasions**
- 2. Gambles on more than one machine at once**
- 3. Significant decline in personal grooming.**

Which type is each of these warning signs?

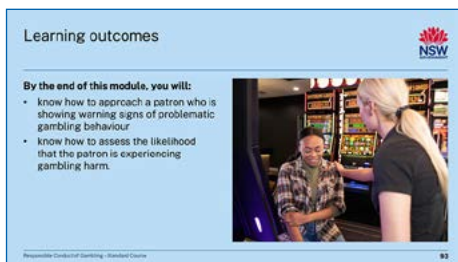
- a. 1=**probable**, 2=**probable**, 3=**strong**
- b. 1=**general**, 2=**probable**, 3=**strong**
- c. 1=**probable**, 2=**strong**, 3=**probable**
- d. 1=**probable**, 2=**general**, 3=**strong**



MODULE 5.2: Approaching and assessing patrons who show warning signs of problematic gambling behaviour

Module 5.1 introduced you to the first step in the **RAAR** framework: developing **R**eport with patrons, which includes noticing when a patron is showing warning signs of problematic gambling behaviour.

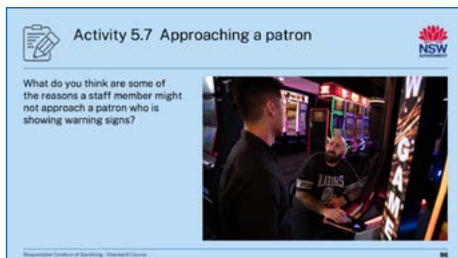
This module covers the second step, by giving you the practical skills to **A**pproach and assess patrons who are showing warning signs of problematic gambling behaviour.



Learning outcomes

By the end of this module, you will:

- know how to approach a patron who is showing warning signs of problematic gambling behaviour
- know how to assess the likelihood that the patron is experiencing gambling harm.



Defining approaching and assessing

When you notice that a patron is showing warning signs of problematic gambling behaviour, you need to approach the patron and assess the situation.

These are the two simple steps you need to take:

1. **Approach:** Start a conversation with the patron. Ask them if there are any issues they may be having at the venue, and ask how you can help.
2. **Assess:** Listen closely to what they say and how they say it, to see if you notice any of the warning signs.

Although these simple steps might seem obvious, staff often choose not to follow them. Let's talk about why this might be the case.

Possible barriers to approaching

ACTIVITY 5.7 Barriers to approaching




What do you think are some of the reasons a staff member might not approach a patron who is showing warning signs of problematic gambling behaviour?

To help you to overcome these possible barriers, this module gives you the skills you need to confidently approach patrons who are showing warning signs.

Skills that will help you to approach and assess patrons

Active listening



Active listening means making an effort to really hear and understand what another person is saying to you, to show them that you are really listening and that you care about their wellbeing.

Responsible Conduct of Gambling - Standard Course

Active listening

'Active listening' means making an effort to really hear and understand what another person is saying to you, to show them that you are really listening and that you care about their wellbeing.

Active listening with patrons



Body language <ul style="list-style-type: none">• Be attentive but relaxed• Face them, eye contact• Nod, etc.• Don't point• Don't cross arms	Tone of voice <ul style="list-style-type: none">• Friendly, confident• Informal• Calm, caring• Assertive• Positive	Conversation <ul style="list-style-type: none">• Be interested in details• Don't interrupt• Summarise• Provide feedback• Don't jump to conclusions• Be non-judgemental
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Responsible Conduct of Gambling - Standard Course

Using active listening with patrons involves all of the following.

Your body language

- Give your full attention to the patron and their concerns, and stopping anything else you're doing at the time (collecting glasses, etc.).
- Be attentive, but relaxed.
- Face the patron, and make eye contact with them, to show that you are ready to listen and that you care about their wellbeing.
- Show your understanding through appropriate facial expressions and nodding, etc.
- Don't point at them.
- Don't cross your arms.

Your tone of voice

- Speak in a friendly and confident way.
- Be fairly informal, but always polite and respectful.
- Speak in a calm and caring way.
- Be assertive.
- Be positive.

The conversation

- Be interested in the details of what they're talking about, and ask open questions to encourage them to share more about it. ("Can you tell me more about ...?")
- Wait for them to finish what they are saying before you respond, and don't interrupt when they are talking or 'rush' the conversation.
- Summarise back to them what they've said to you, to make sure you've understood them correctly and to show them that you are really listening. ("So you're saying that ... Is that what you mean?")
- Provide regular feedback to show that you're listening and understanding. ("I can see why you might feel that way." "It sounds like things are really difficult for you at the moment." "It's normal to feel disappointed.")
- Don't jump to conclusions about their situation, or tell them how you think they must be feeling. ("It looks like you're having a really bad day.")
- Always be neutral and non-judgemental, because it's not your job to advise or to judge a patron's behaviour, and because it's unlikely that you're aware of their full circumstances. This will ensure the patron feels comfortable expressing any concerns to you, without feeling defensive.

Approaching a patron showing general warning signs


Your approach should be polite, friendly, informal, and customer service-focused.

Use 'icebreakers' to start a conversation.

"The weather's been hot, hasn't it?"
 "Have you tried the new snacks menu?"
 "Is there anything I can help you with?"

Explore any concerns the patron raises.
 "Can you tell me more about ...?"

The conversation has two purposes: the obvious one (to provide customer service, check if they need anything) and a less obvious one (to check for any signs of a problem).



Responsible Conduct of Gambling - Standard Course 100

How to approach a patron showing **general** warning signs

The best way to approach a patron will depend on what type of warning signs they're showing.

Have a look back at the lists of warning signs to remind yourself of the three types: **general**, **probable** and **strong**.

If a patron is showing **general** warning signs, it's best to approach them in a way that is:

- polite
- friendly and informal
- customer service-focused, meaning that you're showing willingness to meet their needs and expectations.

One way to do this is by using 'icebreakers', which are simple topics that can be used to start a conversation. Examples might include the weather, or the venue facilities, or your role in making sure they are enjoying themselves. ("Hi [name], how are you today? The weather's been hot, hasn't it?" "Have you tried the new snacks menu?" "Is there anything I can help you with?")

These conversation starters might lead to responses from the patron that suggest they're not enjoying their time, or are distressed. If you suspect that a patron might have a concern, explore the topic further by asking open questions, such as, "Can you tell me more about ... ?" This could lead to an opportunity for you to assist them with their concern.

This kind of conversation has two purposes – one that is obvious to the patron and another that is not so obvious. You're talking about the weather or the venue's services, but at the same time you're listening actively for anything they say that might suggest they are not enjoying their experience. Your two aims are to provide customer service while also assessing their situation.

Approaching a patron showing probable or strong warning signs

Use a more direct approach:

Describe what signs you have observed


"Hi [name], I noticed that you are/were ..."

State that you are concerned about their behaviour

"Is everything OK [name]?"

"I'm concerned that something might be wrong."

"I'd like to help you if I can."



Responsible Conduct of Gambling - Standard Course 101

How to approach a patron showing **probable** or **strong** warning signs

Have another look back at the lists of warning signs to remind yourself of the three types: **general**, **probable** and **strong**.

If a patron is showing **probable** or **strong** warning signs, your approach should be different.

Start a more direct conversation, in which you:

- clearly state which warning signs you've noticed. ("Hi [name], I noticed that you are/were ...")
- express your concern about why the behaviour might suggest a problem. ("Is everything OK [name]?" "I'm concerned that something might be wrong." "I'd like to help you if I can.")


Doing these two things will show the patron that you are observing their behaviour, and that you are concerned and ready to help when required.

Approaching a patron showing probable or strong warning signs 

Remember:

- Always be non-judgemental, and show empathy.
- Respect the patron's privacy and confidentiality. If necessary, take them to a more private area to talk (remembering your own safety), or refer the matter to your manager.


Empathy means understanding someone else's feelings or experiences, by imagining what it might feel like to be in their situation.



Responsible Conduct of Gambling - Standard Course 102

Remember, though, that even in these more direct conversations with patrons, you should always be non-judgemental, and show empathy. ('Empathy' means understanding of the patron's feelings or experiences, by imagining what it might feel like to be in their situation.)

It's also important that you always respect and protect the patron's privacy and confidentiality, especially when talking about sensitive topics. If you think a patron is about to disclose sensitive information, and other patrons or staff might be able to hear the conversation, ask the patron to come and talk with you in a more private area, such as an office (with the door left open, for your safety) or a quiet table at the cafe. You might also need to refer the matter to your manager.

What to do in more difficult situations 

- A patron might become defensive when you approach them to raise your concerns.
- Stay calm, and avoid arguing with them.
- Speak up for yourself, confidently but politely.
- Remember, you are within your rights to raise your concerns.
- If they become aggressive, disruptive or disorderly, politely but firmly ask them to stop it, and offer to help them.
- If you can't manage the situation, politely excuse yourself and advise your manager.

Responsible Conduct of Gambling - Standard Course 103

What to do in more difficult situations

In some cases, a patron who is showing **probable** or **strong** warning signs might become defensive when you approach them to raise your concerns, even if you do it in a friendly and non-judgemental way.

They might say something like, "What I do is none of your business!"

In a situation like this, it's important for you to stay calm and to avoid arguing with them.

Instead, you should speak up for yourself in a way that is direct and confident, but also polite and respectful.

Remember, you are well within your rights to raise any concerns you have about a patron's gambling behaviour when you've noticed warning signs. It's the same as when you've noticed that a patron is drinking excessively. In both cases, it's appropriate for you to act.

If the patron becomes aggressive, disruptive or disorderly, you should politely but firmly ask them to stop that behaviour, and offer to work with them to resolve the situation.

If the situation becomes worse, or if you cannot resolve it, politely excuse yourself and go and advise your manager.

Keep in mind ...

- In most cases when you need to approach a patron who is showing warning signs, the interaction will simply be an opportunity to provide customer service and develop rapport.
- However, if you ever feel uncomfortable or out of your depth, you should speak to your manager.
- If a patron is ever being abusive, aggressive or disorderly, call security immediately.
- Your safety – and the safety of other patrons and staff – is the most important consideration.

Activity 5.8 What went wrong?

NSW

Video

BODY LANGUAGE

TONE OF VOICE

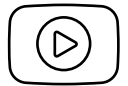
CONTENT AND ENGAGEMENT

Responsible Conduct of Gambling: Standard Course 104

ACTIVITY 5.8

What went wrong?

Video script



Narrator: The staff member has noticed that the patron has been obsessively trying to win on one machine for a while now.

Staff member: You all right, mate?

Joe: I've been here for a few hours, with no luck at all. Yesterday I won \$300, today nothing. I've lost a lot of money. Yesterday I walked away with \$300, and today nothing!

[Joe sounds frustrated and disappointed, and is wringing his hands.]

Staff member: Oh well. You win some, you lose some.

[Staff member looks disinterested, is slouched and has their arms crossed, and avoids eye contact with Joe.]

Joe: No, no, you don't understand. I really need this money. I'm in very bad — *[is interrupted by staff member]*

Staff member: Worrying about it won't help.

[Staff member is dismissive, and says under their breath while looking away from Joe: "Once an addict, always an addict."]

What did the staff member do wrong in this interaction?

What did the staff member say?

What was their tone of voice?

What was their body language?



ACTIVITY 5.9 What went right?

Video script



Staff member: Hey Joe, I noticed your coffee is empty – would you like to order another?

Joe: I don't need another coffee – I need a win! I've been playing this machine for hours, with no luck at all! Yesterday I won \$300, today nothing!
[Joe sounds frustrated and disappointed, and is wringing his hands.]

Staff member: Sorry to hear that. You seem frustrated by the amount you spent on the pokies today – is that right?

[Staff member is attentive but relaxed, is facing the patron, maintaining eye contact, isn't crossing their arms. Their tone of voice is confident, yet friendly and empathic.]

Joe: Frustrated? I've won nothing at all, and I need a win! But you wouldn't understand.


Staff member: Hey, I'd like to understand more, if I can. I do know that losing on the pokies can be hard on people. Hey, would you mind taking a break for a bit and we can chat some more? Or if you'd like, I can get my manager – we can talk to him?

What did the staff member do right in this interaction?

What did the staff member say?

What was their tone of voice?

What was their body language?

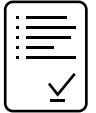
Module 5.2 Quiz 

Question 1: Which of the following are part of active listening?
Identify all correct answers.

- a. Giving the patron your full attention
- b. Correcting the patron if they say something wrong
- c. Being interested, and asking open questions
- d. Agreeing with everything the patron says
- e. Summarising what the patron has said, to make sure you understand correctly

Responsible Conduct of Gambling - Standard Course 106

MODULE 5.2 Quiz



Question 1: Which of the following are part of active listening? (Select all correct answers.)

- a. Giving the patron your full attention
- b. Correcting the patron if they say something wrong
- c. Being interested, and asking open questions
- d. Agreeing with everything the patron says
- e. Summarising what the patron has said, to make sure you understand correctly


Question 2: What does it mean to have a conversation with two purposes?

- a. To have two different conversations with two patrons at the same time
- b. To have a conversation that has an obvious aim as well as another less obvious aim
- c. To have a conversation where you pretend to care about a patron's problems, but you really don't
- d. To have a conversation where you pretend that nothing is wrong, to make the patron feel better

Question 3: What should you not do when you approach a patron who is showing **probable** or **strong** warning signs?

- a. Be direct and confident, but respectful
- b. Describe the behaviour(s) you have noticed
- c. Argue your point with the patron if they don't agree
- d. Express your concern for the patron
- e. Get assistance from your manager or from security if needed

Module 5.3: **Assisting** patrons who show warning signs of problematic gambling behaviour



R
Report

A
Approach
and assess

A
Assist

R
Report

Responsible Conduct of Gambling - Standard Course 108


MODULE 5.3

Assisting patrons who show warning signs of problematic gambling behaviour

Modules 1 and 2 covered the first two steps in the **RAAR** framework: developing **R**apport with patrons, and **A**pproaching and assessing patrons who are showing warning signs of problematic gambling behaviour.

This module explains how you can then provide patrons with **A**ssistance and support.

Learning outcomes



By the end of this module, you will:

- understand how you can assist patrons when required
- know what support is available
- understand the purpose and benefits of self-exclusion.


Responsible Conduct of Gambling - Standard Course 110


Learning outcomes

By the end of this module, you will:

- understand how you can assist patrons when required
- know what support is available
- understand the purpose and benefits of self-exclusion.

Keep in mind ...






If you ever feel uncomfortable or out of your depth, tell your manager.

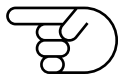
If a patron is being abusive, aggressive or disorderly, call security.

Your safety – and the safety of other patrons and staff – is the most important consideration.



Responsible Conduct of Gambling - Standard Course 111

Keep in mind ...



If you ever feel uncomfortable or out of your depth, tell your manager.

If a patron is being abusive, aggressive or disorderly, call security.

Your safety – and the safety of other patrons and staff – is the most important consideration.

The importance of assisting patrons who show warning signs of problematic gambling behaviour

Why is it important to assist patrons who show warning signs of problematic gambling behaviour?



- It's one of your key work responsibilities.
- It helps reduce gambling harm (for the patron, their family, friends and community).
- Patrons will appreciate your concern, and will have a higher opinion of your venue.
- It improves your job satisfaction if you know how to help a patron who needs it.




Responsible Conduct of Gambling - Standard Course 112


Let's start by looking at why it's important for you to assist patrons who are showing warnings signs of problematic gambling behaviour.

- It's one of your key work responsibilities.
- It helps to reduce gambling harm for the patron, for their family and friends, and even for the community.
- The patron will appreciate your concern for their wellbeing, and will have a higher opinion of your venue.
- It will improve your own job satisfaction. Research has shown that gambling venue staff feel bad and helpless when they don't know how to assist a patron who needs it.

Be proactive in assisting patrons



- Being proactive means noticing and taking action to manage an expected situation, rather than just waiting for it to happen and then responding to it afterwards.
- It's better to 'nip a problem in the bud' than to wait for it to get worse and more difficult to solve.



Responsible Conduct of Gambling - Standard Course 113


The importance of being proactive in assisting patrons

Being 'proactive' means noticing and taking action to manage an expected situation, rather than just waiting for it to happen and then responding to it afterwards.

We sometimes use the expression 'to nip a problem in the bud' to describe being proactive about a potential problem.

Being proactive is very important when assisting patrons who show signs of problematic gambling behaviour. It's far better to notice, take action, and 'nip the (potential) problem in the bud' than to ignore it or wait until it gets more difficult to solve and the consequences get worse.

Types of support available to patrons



For details, see Appendix 5 at the back of your Participant Workbook.

<p>Useful to all patrons</p> <ul style="list-style-type: none"> • Product information • Spend limits • Activity statements • Breaks in play 	<p>Useful especially to patrons experiencing problems with gambling</p> <ul style="list-style-type: none"> • Social support • Online tools • Counselling <ul style="list-style-type: none"> - Gambling counselling - Mental health crisis counselling • Self-exclusion
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Responsible Conduct of Gambling - Standard Course 114

Types of support available to patrons

In order to assist a patron who is showing warning signs of problematic gambling behaviour, you need to know what types of support are available to them, and how they can access them. Then you can offer the patron the appropriate kind of support, depend on the warning signs they're showing and how they responded when you approached them.

You also need to know how to handle situations where you don't know what kind of support to offer straight away. In these cases you'll need to ask for guidance from your manager or another staff member as soon as possible.

In both cases, it's important to show the patron that you are willing to help them.

So let's look at the types of support that are available to patrons, beginning with the types that can be useful to anyone who gambles, and then looking at those particularly useful to patrons experiencing problems with gambling.

For details of each of these types of support, see Appendix 5 at the back of this Participant Workbook.

Types of support useful to all patrons

Product information

Giving patrons accurate information about how the pokies (and other types of gambling) work can help them to think more realistically about their actual chances of winning when making gambling decisions.

Spend limits

Many patrons find it useful to set a limit on how much money they want to spend gambling in a particular session, before they start gambling. This allows them to stay in control of the maximum amount they might lose in that session. Some patrons only bring with them the cash they are willing to spend, and leave their credit and EFTPOS cards at home. Others use budgeting apps that can be used on a smartphone. Any venue that offers player accounts must allow spend limits to be set.

Activity statements

An activity statement is a summary of the amount of money a patron has spent gambling over a particular period. They can be useful in helping patrons to think more realistically when making gambling decisions, because many people underestimate their losses unless they see them listed in this way. Any venue that offers player accounts must provide patrons with detailed activity statements on request.

Breaks in play

Taking a brief break from playing the pokies can give patrons the time and space they need to think more calmly and rationally about their gambling decisions, including whether they want to continue or stop their current gambling session.

Types of support particularly useful to patrons experiencing problems with gambling

Social support

Having a good social support network can be extremely helpful to a person experiencing gambling harm. They might find it helpful to call a friend or family member when they are experiencing a particularly strong desire to gamble, or they might ask someone they trust to keep control of their money for them so that they can't spend it on gambling.

Online tools

There are many online tools and apps available to help people manage problematic gambling behaviour. Some of them are free to download and/or to use. As well as the budgeting apps mentioned above, there are self-help gambling therapy programs, online counselling services (using videoconferencing or chat messaging), and chat forums with other gamblers. The GambleAware website offers information and access to online tools and support.

Counselling services

Therapeutic, financial, and mental health crisis counselling services are all available to people who are experiencing problems with gambling, and can be very effective in helping to reduce gambling harm. Many of these services are available online or over the phone as well as face-to-face. GambleAware services are free and available throughout NSW.

Therapeutic counselling gives people the practical knowledge and skills to help them stop gambling and to manage any consequences of their gambling.


Financial counselling helps people to solve money difficulties, and can be a good option for people who want to take a first step.

Mental health crisis counselling provides immediate support for people who are experiencing psychological distress, and who may be feeling suicidal.

Self-exclusion

Self-exclusion is the main form of support provided by gambling venues, and the most relevant to your day-to-day work duties, so we will cover it in detail here.

What is self-exclusion?



Self-exclusion is a voluntary agreement in which a person chooses to exclude (ban) themselves from a gambling venue for a certain period of time, usually six months or more.

It provides a kind of barrier between them and the gambling environment. It also allows them to make an official statement of their aim to stop gambling.

Benefits include reduced gambling behaviour, and improvements to finances, relationships, and overall quality of life.

Responsible Conduct of Gambling - Standard Course 118

Understanding self-exclusion

'Self-exclusion' is a voluntary agreement in which a patron chooses to exclude (or 'ban') 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.

The patron can choose whether they want to self-exclude from the whole venue or just from the gaming floor. Self-excluding just from the gaming floor still allows access to other areas of the venue, such as the cafe.

The first time a patron self-excludes from a venue, it must be for at least six months.

Self-exclusion can be a very useful option for patrons who are experiencing problems with gambling, because it provides a kind of barrier between them and the gambling environment, making it harder for them to gamble. Anything that acts as a barrier can help patrons to slow down and think before they act.

Self-exclusion can also be empowering, because it is a way for the patron to make a strong statement to themselves and to others that they are taking their problem seriously and want to change it.

Research has shown that patrons who self-exclude experience several benefits, including less desire to gamble, less severe problematic gambling behaviour, improved financial wellbeing, improved interpersonal relationships, and improved overall quality of life.

Research has also shown that many patrons who self-exclude try to enter the venue anyway, and are successful.⁶ This makes the role of staff in identifying self-excluded patrons particularly important.

How self-exclusion works



- All venues must have a self-exclusion program.
- You need to know how self-exclusion works, including the specific program used in your venue, so that you can explain it to patrons.
- If a patron tells you they want to self-exclude, you must ask a senior staff member to complete the procedure.
- You must notice any self-excluded person who enters your venue, ask them to leave, and report the incident.

Responsible Conduct of Gambling - Standard Course 118

How self-exclusion works

As a staff member, you need to know the basics of how self-exclusion works, and of the specific self-exclusion program used at your venue (see below), so that you can confidently explain it to patrons.

If a patron tells you that they want to self-exclude from your venue, you must ask your manager to complete the procedure for the patron.

As a staff member, you are responsible for noticing if any self-excluded person tries to enter your venue. If this happens, you must ask them to leave, and report the incident (we will talk about how to report a little later). This might not always be easy, but you must do everything you can to prevent any self-excluded person from entering your venue.

If a self-excluded person enters your venue and refuses to leave, you must call your manager for help.

⁶ Browne, M., et al. (2019).



Self-exclusion programs

The legislation requires that all gambling venues have a self-exclusion program.

Venues can use self-exclusion programs – Multi-Venue Self-Exclusion (ClubSAFE, GameCare) or BetSafe – or they can use their own venue-based self-exclusion program. (For more information about each of these, see Appendix 5 at the back of this Participant Workbook.)

- **ClubSAFE** requires patrons to see a gambling counsellor or an authorised venue staff member, who can complete an online form to exclude the patron from up to 35 venues, for a minimum period of six months to four years. The patron can choose which parts of the venues they want to be excluded from.
- **GameCare** requires patrons to see a gambling counsellor or an authorised venue staff member, who can complete an online form to exclude the patron from up to 35 venues, for a minimum period of six months to four years. The patron can choose which parts of the venues they want to be excluded from.
- **BetSafe** allows people to complete an online self-exclusion request form themselves, after which they will be sent paperwork to complete and return by mail. A patron can choose to self-exclude from a number of venues at once, for a minimum period of six months to four years. BetSafe can also assist patrons to connect with counselling services.
- **Venue-based self-exclusion programs** usually allow patrons to register their self-exclusion with venue staff by filling out a paper form. They only allow the patron to self-exclude from one venue at a time, for a period of six months to three years. Venue staff can also refer the patron to counselling services.

GambleAware counsellors can help people to self-exclude from any pub, club, TAB agency or casino in NSW, without the person needing to go to the venue. People can self-exclude from up to 35 venues at once.

When someone else requests that a patron be excluded from your venue



- Take their concerns **seriously**.
- Ask for basic details about their concerns.
- Ask your manager to deal with the request. They will gather more detailed information and explain the options to the person.

A venue may impose an exclusion order to ban a patron from entering the venue.

Responsible Conduct of Gambling - Standard Course 118

When someone else requests that a patron be excluded from your venue

Sometimes a family member or friend of a patron might approach you with concerns that the patron is gambling too much and that they cannot persuade them to stop. They might ask you what your venue can do to stop the patron from gambling.


The patron themselves might not be showing any warning signs of problematic gambling behaviour, or they might say that their gambling is under control and that their family member or friend is just being intrusive or is motivated by other reasons.

In this situation, it is important that you take the family member or friend's concerns seriously. Ask them for some basic details about their concerns, and then ask your manager to speak to them.

Your manager will gather more detailed information and explain the available options. One option that your manager might consider is whether an **exclusion order** is appropriate for the patron. An exclusion order bans the patron from entering the venue. Unlike self-exclusion, which is voluntary for the patron, an exclusion order is introduced by a venue to protect the safety and wellbeing of a patron, their family and the community.

You should also give the family member or friend information about GambleAware, and tell them that as a family member or friend of someone who might be experiencing gambling harm, they are also eligible for support.

Assisting a patron showing **general** warning signs



Provide general informational support:

- Information about how gambling products work, available support and help services (responsible gambling brochures, GambleAware – see appendix for full list)
- Take the time to talk to the patron about the information and answer any questions they have. Do not just hand them a brochure and walk away.

Remember: A patron showing only general warning signs could be experiencing serious gambling harm. Think of providing information as ‘planting the seeds’ for them to actively seek help later.

Responsible Conduct of Gambling – Standard Course 118

How to assist a patron showing **general** warning signs of problematic gambling behaviour

As with approaching patrons (above), the best way to assist a patron will depend on what type of warning signs they’re showing.

Have a look back at the lists of warning signs to remind yourself of the three types: **general**, **probable** and **strong**.

As a staff member, you need to know not only what types of support are available, but when and how to offer these types of support to patrons, depending on the warning signs they’re showing.

If a patron is showing **general** warning signs, it’s best to offer them basic informational support that informs them about how gambling products work and what support is available. For example, you might give them an information brochure about responsible gambling, or about GambleAware’s free, confidential advice and support service.

It’s very important that you don’t just hand them a brochure and then walk away. Take the time to talk to them about the information, and allow them to ask any questions they might have. If you don’t know the answers, ask a more senior staff member.

It’s also important to keep in mind that a patron who is showing only general warning signs might actually be experiencing serious gambling harm – the signs might just not be as visible as we might expect. Therefore, when providing information to patrons, think of it as ‘planting the seeds’ for them to actively seek help in the future if they do happen to need it.

Assisting a patron showing **probable** or **strong** warning signs



- Provide details of specific support services and how to access them.
- Introduce self-exclusion and explain its benefits.
- Offer to help them access supports or tell them your manager is available to help.
- If you are concerned for the patron’s safety, call your manager or call 000, and stay with the patron until help arrives.



Responsible Conduct of Gambling – Standard Course 120

How to assist a patron showing **probable** or **strong** warning signs of problematic gambling behaviour

If a patron is showing **probable** or **strong** warning signs, your approach should be more direct.

Give the patron details of specific support services, and explain how to access them.

Also introduce self-exclusion as an option, and explain its benefits.

Offer to help the patron to access these supports, or tell them that your manager is available to help them through the processes.

If you are concerned for the patron’s safety, call your manager or call 000, and stay with the patron until help arrives.



Activity 5.10 Case study: A patron experiencing gambling harm



Cameron is a third-year apprentice tradie. He has recently been going to the pub every weekday afternoon, and all day on Saturday and Sunday as well. He spends most of his time in the TAB area, betting on the horses and dogs, only leaving to get a beer or to go to the bathroom.

He used to come in with his workmates, only a few times a week, but since he has been betting more often, he now tends to bet alone.

When Cameron does come in with friends, you overhear them saying things to him like, "You've completely lost the plot, mate!" and "You're going to end up on the street at the rate you're going!"

Responsible Conduct of Gambling - Standard Course

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Activity 5.10 Case study: A patron experiencing gambling harm (continued)



When he's watching the races, Cameron yells and swears at his horse or dog so much that it makes other patrons uncomfortable.

You've got to know Cameron quite well over the past few months, and during conversations he has mentioned to you that he is currently 'refining his betting system'. He has even asked to borrow money from you, as he believes he can double it with his 'expert' knowledge.

One Sunday while you're at work, you switch one of the racing channels to the football at the request of other patrons. Cameron starts screaming at you, because he was watching the races.

Responsible Conduct of Gambling - Standard Course

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Activity 5.10 Case study: A patron experiencing gambling harm



1. How might your rapport with Cameron help you in this situation?
2. What types of warning signs is Cameron showing?
3. What approach and assessment method would you use?
4. What support would you discuss with Cameron? How would you do this?

Responsible Conduct of Gambling - Standard Course

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ACTIVITY 5.10 Case study: A patron experiencing gambling harm

Cameron is a third-year apprentice tradie. He has recently been going to the pub every weekday afternoon, and all day Saturday and Sunday as well. He spends most of his time in the TAB area, betting on the horses and dogs, only leaving to get a beer or to go to the bathroom.

He used to come in with his workmates, only a few times a week, but since he has been betting more often, he now tends to bet alone.

When Cameron does come in with friends, you overhear them saying things to him like, "You've completely lost the plot, mate!" and "You're going to end up on the street at the rate you're going!"

When he's watching the races, Cameron yells and swears at his horse or dog so much that it makes other patrons uncomfortable.

You've got to know Cameron quite well over the past few months, and during conversations he has mentioned to you that he is currently 'refining his betting system'. He has even asked to borrow money from you, as he believes he can double it with his 'expert' knowledge.

One Sunday while you're at work, you switch one of the racing channels to the football at the request of other patrons. Cameron starts screaming at you, because he was watching the races.

Question 1: How might your rapport with Cameron help you in this situation?

Question 2: What types of warning signs is Cameron showing?

Question 3: What approach and assessment method would you use?

Question 4: What types of support would you discuss with Cameron? How would you do this?

Activity 5.11 Role play of a patron experiencing gambling harm 



Group member 1: Cameron
 Group member 2: Yourself (staff member)
 Other group member(s): Observer(s)

Practise interacting with Cameron as discussed in the previous activity.
 Give each other feedback.
 Switch roles.

Responsible Conduct of Gambling - Standard Course 124

ACTIVITY 5.11 Role play of a patron experiencing gambling harm



In your same small group, take turns playing the role of Cameron and of the staff member, which any other group members watch.

Provide useful feedback on the 'staff member' about their interaction with 'Cameron'.

For example, "I noticed that you ..." "I thought it was good how you ..." "That interaction was really positive ..." "Your tone of voice was very calm and respectful ..." "Your body language was ..."

Assisting a staff member showing warning signs of problematic gambling behaviour 

- Remember, staff are at higher risk of developing problems with gambling.
- Provide support and assistance to fellow staff members who show warning signs or who tell you they are experiencing gambling harm.
- Encourage them to get support.
- Seeking help for problems with gambling should not affect a staff member's employment.**



Responsible Conduct of Gambling - Standard Course 125

How to assist a staff member showing warning signs of problematic gambling behaviour

The final topic in this module relates to venue staff who are showing signs of problematic gambling behaviour.

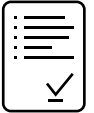
Remember from earlier slides that gambling venue staff are at high risk of developing problems with gambling.

All the guidelines we've covered for patrons also apply to your fellow staff members. Just like with patrons who are showing signs of problematic gambling behaviour, you should also provide support and assistance to any staff member who shows warning signs or tells you that they are experiencing gambling harm, just as you can also expect other staff members to be there for you if you are the one experiencing harm.

Importantly, seeking help for gambling harm should not affect a staff member's employment. One exception would be if the staff member had committed a crime such as theft at the venue to support their gambling.

The important message is to look after each other as well as your patrons.

MODULE 5.3 Quiz



Question 1: How can you be proactive in assisting patrons?

- a. Don't take 'No' for an answer if a patron says they don't want help.
- b. Develop a comprehensive treatment plan for patrons who ask you for help.
- c. Notice problems early, and offer help before things get worse.
- d. Wait until the problem gets serious before offering to help.
- e. Suggest exercise as a great way to reduce the desire to gamble.

Question 2: What are some of the supports available to patrons who are experiencing problems with gambling? (Select all correct answers.)

- a. Referral to counselling and support services
- b. Social support
- c. General information about the venue facilities
- d. Self-exclusion
- e. Food and drink discounts

Question 3: Which of these self-exclusion programs are available in NSW? (Select all correct answers.)

- a. GameBan
- b. ClubSAFE
- c. Venue-based self-exclusion
- d. GameCare
- e. BetSafe

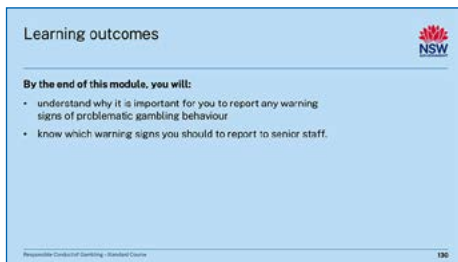


MODULE 5.4

Reporting warning signs of problematic gambling behaviour

Modules 1, 2 and 3 have covered the first three steps in the **RAAR** framework: developing **R**eport with patrons, **A**pproaching and assessing patrons who are showing warning signs of problematic gambling behaviour, and providing them with **A**ssistance and support.

This module covers the final step in the framework: your **R**eporting responsibilities, which are designed to ensure a safe environment for all patrons.



Learning outcomes

By the end of this module, you will:

- understand why it is important to report any warning signs of problematic gambling behaviour
- know which warning signs you should report to senior staff.

 **Activity 5.12 Importance of reporting warning signs** 

Why do you think it is important to each of the following groups that you report any warning signs that you notice at your venue?

You

Your venue

Other staff

Patrons

Responsible Conduct of Gambling - Standard Course 121

The importance of reporting warning signs of problematic gambling behaviour

ACTIVITY 5.12 Importance of reporting warning signs



Why do you think it is important to each of the following groups that you report any warning signs that you notice at your venue?

You

Other staff at your venue

Patrons at your venue

Your venue

How to report warning signs



- Each venue may have different reporting procedures.
- Find out the correct reporting procedure at your venue.
- **Even if there are no formal procedures, it is your responsibility to tell your manager if you notice anything concerning about a patron's behaviour.**
- **Protect yourself!** Can you justify not doing anything, if a patron later makes a complaint or if something bad happens?

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How to report warning signs of problematic gambling behaviour

Each venue may have different reporting procedures, so you will need to find out the correct reporting procedure at your venue.

It's very important to remember that even if your venue does not have a formal reporting procedure, it is still your responsibility to tell your manager if you notice anything concerning about a patron's behaviour. This will also protect you in future, in case a patron later makes a complaint about you or your venue, or if something bad happens as a result of their gambling, and you did not report what you noticed or did at the time.

One reporting procedure that many venues use is to keep a **gambling incident register** (we will discuss this in detail below). This is not a legal requirement, but it is considered the best way to minimise gambling harm at a venue, because it allows the venue to identify which patrons may be at risk of gambling harm, notice any changes in their behaviour over time, and provide the best support (including an exclusion ban if appropriate). It also allows the venue to provide proof of what actions it took to minimise gambling harm to its patrons, in case of any future investigation or inquiry.



Using a gambling incident register

The image on the slide shows an example of a page from a gambling incident register.

You can see that it includes spaces to record information such as:

- the name of the staff member making the report (you)
- the date that the incident happened (when you noticed the warning signs of problematic gambling behaviour)
- a description of what happened (what the patron did and said)
- the name of the patron involved (and anyone else involved in what happened)
- the staff's and venue's response to the incident (what you and other staff did and said, both at the time and later, in response to the incident).

Remember, though, that not all venues use a gambling incident register, and even if your does it might look different from this example, because there is no standard way of reporting across all venues.

It's important for you to know the reporting procedures at your venue, and even if it doesn't have a formal procedure you are still responsible for telling your manager if you notice anything concerning about a patron's behaviour.

You don't need to report every single thing you notice in a gambling incident register. For example, if you notice a patron gambling on more than one machine at once, but you only notice it once, then you might just make a mental note of it and/or mention it to other staff. But if you see the patron doing this more than once, then it should raise your concerns and you should report it. And if you see a patron becoming highly agitated, angry or distressed while gambling, even just once, you should always report it.

If you're not sure whether to report something or not, the safest option is to report it. Ask yourself: "Would I be able to justify not reporting it if the patron later complains or if something bad happens?" Good reporting will protect you if there are ever any questions asked later about what happened.

We will look at some more reporting guidelines soon.



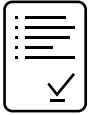
Who to report to

Use the following as a general guide.

If you notice **general** warning signs, you should discuss your concerns with your fellow staff member and your manager. This will allow other staff to monitor the patrons and notice any additional or worse signs. Remember that you don't need to report every **general** sign you notice, but if you notice a patron showing more than one **general** warning sign, or the same **general** warning sign more than once, or if you are concerned that a patron might be at risk of experiencing gambling harm, then you should report it.

If you notice **probable** or **strong** warning signs, you should report this to your manager and in your venue's gambling incident register (if it uses one; otherwise follow your venue's standard reporting procedure).

MODULE 5.4 Quiz




Question 1: What are the four steps in the 'RAAR' framework, which you should use to interact safely and responsibly with patrons at your venue?

- a. Rapport; Assess and Encroach; Assist; Report
- b. Rapport; Approach and Assess; Assist; Report
- c. Rapport; Assist and Approach; Assess; Reprimand
- d. Rapport; Assess; Apply; Respond

Question 2: Which of the following are important reasons to report any **probable or **strong** warning signs of problematic gambling behaviour that you notice at your venue? (Select all correct answers.)**

- a. To be proactive
- b. To have a record of incidents and support offered
- c. To be able to gossip about the patrons
- d. To ensure effective communication between staff and managers
- e. To develop an understanding of which patrons may be at risk of gambling harm

Two important tasks for your next work shift



Find out from your manager:

1. What **self-exclusion program** is used at your venue?
2. What **reporting procedure** is used at your venue?

Responsible Conduct of Gambling - Standard Course 138

Two important tasks for your next work shift

At the start of your next work shift (which might be your first shift), find out from your manager:

- what **self-exclusion program** is used at your venue
- what **reporting procedure** is used at your venue to report incidents and warning signs of problematic gambling behaviour.

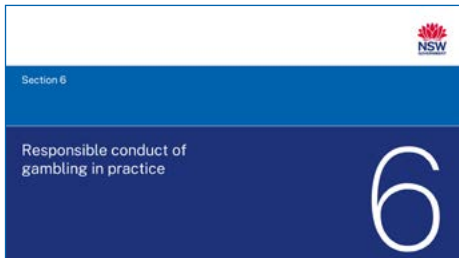
Section 6

Responsible conduct of gambling in practice



SECTION 6

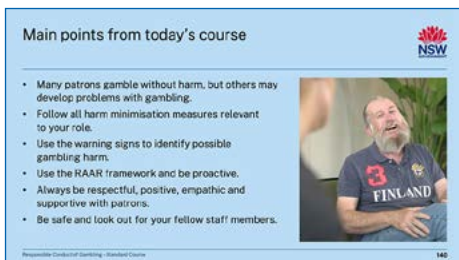
Responsible conduct of gambling in practice



This is the last section of the course. In this section we'll look back at the main points that we've covered today, and discuss how to apply what you've learned today in your daily work.

We'll also look at the useful resources included at the back of your Participant Workbook.

This final section of the course also gives you an opportunity to ask any questions you might have about the course, about the online competency assessment, or about future training opportunities.



Main points from today's course

We've covered a lot of material today, so let's look back at the main points that you need to take with you into your new role as a staff member at a gambling venue.

- Many of the patrons that you'll meet at your venue will be able to gamble responsibly, without experiencing gambling harm, but some will develop problems with gambling that can have very serious consequences for them, their families and the community.
- As a worker in the gambling industry, one of your responsibilities is to maintain a safe gambling environment by following all the harm minimisation measures that are relevant to your role, and to report if you notice that they are not being properly followed at your venue.
- You must look for the warning signs of problematic gambling behaviour that you've learned about today to identify any patrons who might be experiencing gambling harm.
- Remember to be proactive, and use the **RAAR** framework as a guide to interacting with patrons – especially patrons who are showing warning signs of problematic gambling behaviour, distress, or dissatisfaction with the venue.
- When interacting with patrons, always be respectful, positive, empathic and supportive. Remember, problematic gambling is a complex issue that can be caused by many factors, many of which are out of the patron's control. People who are experiencing problems with gambling need your support, not your judgement.
- Importantly, be safe, and look out for your fellow staff members.
- Doing these things will empower you to take effective action to support patrons and reduce gambling harm, and research has shown that this will increase your own job satisfaction.

Applying what you have learned 

- This course has been very practical and has included a number of skills.
- Practise what you've learned today in your workplace, with real patrons, to strengthen your skills.
- Not every interaction will go as planned. Learn from each one, to strengthen your skills further.
- The RAAR framework gives you a clear approach to identifying and responding to patrons who are showing warning signs of problematic gambling behaviour, promoting a culture of responsible gambling, minimising harm and increasing your job satisfaction.



Responsible Conduct of Gambling - Standard Course 141

Applying what you've learned

This course has been very practical –you've had opportunities to learn a number of skills to proactively handle a range of situations and interactions with patrons.

The best way for this training to be most effective is for you to practise what you've learned, in your own workplace, with real patrons. Applying the knowledge and practical skills you've learned today as often as you can in your daily work is the best way to strengthen your skills.

Not every interaction will go the way you plan, especially in the beginning, because people are all different, and are sometimes unpredictable. But you will learn more from each interaction, and continue to strengthen your skills further.

The **RAAR** framework gives you a clear, step-by-step approach to identifying and responding to patrons who are showing warning signs of problematic gambling behaviour, promoting a culture of responsible gambling, minimising harm –and adding to your job satisfaction.

Resources at the back of your Participant Workbook 

- **Glossary of terms used in this training**
- **Answers to the activities and quizzes**
- **Appendices:**
 - Appendix 1: Organisations responsible for gambling laws in NSW
 - Appendix 2: Gambling laws in NSW
 - Appendix 3: Confirming a patron's age
 - Appendix 4: Warning signs of problematic gambling behaviour and how to act on them
 - Appendix 5: Gambling support services
 - Appendix 6: Further reading

Responsible Conduct of Gambling - Standard Course 142

Useful resources at the back of this Participant Workbook

At the back of this Participant Workbook, you'll find the following useful resources:

- Glossary of terms used in this training
- Answers to the activities and quizzes
- Appendices:
 - Appendix 1: Organisations responsible for the regulation of gambling in NSW
 - Appendix 2: Gambling laws in NSW
 - Appendix 3: Confirming a patron's age
 - Appendix 4: Warning signs of problematic gambling behaviour and how to act on them
 - Appendix 5: Gambling support services
 - Appendix 6: Further reading

Take a quick look at them now so you can ask any questions you might have about them, so that you'll be able to refer to them later whenever you need to.

Glossary

of terms used in this training



Glossary of terms used in this training

empathy

understanding of someone else's feelings or experiences, by imagining what it might feel like to be in their situation

exclusion order

an order introduced by a venue to ban a patron from entering the venue, to protect the safety and wellbeing of the patron, their family and the community; unlike self-exclusion, an exclusion order is not voluntary on the part of the patron.

feedback

information about someone else's behaviour or performance that highlights the positive and negative parts to help them improve next time

GambleAware

aims to minimise gambling harm by educating and supporting people and communities to gamble safely. GambleAware offers free information, online tools and professional counselling for people experiencing gambling harm, including affected family members and loved ones. GambleAware services are free and available right across NSW

gambling harm

problems, difficulties or other negative consequences that result from excessive gambling and affect the wellbeing of the person and/or their loved ones in many areas of their daily life

gaming machines

(see **pokies**)

harm minimisation measures

actions taken to minimise the harm that can be caused by gambling, while still allowing people to gamble if they choose to

house edge

the amount of money bet that is retained by the gaming operator or venue in general over the long term, generally calculated over several years of a gaming machine's operation; the remaining percentage of money bet is known as the **return-to-player (RTP) percentage**

inducement

something that encourages or persuades someone to do something; venue staff are not allowed by law to offer or give patrons any inducements to play the pokies (such as free or discounted drinks)

legislation

laws and other legal requirements made by governments

minor

a person aged under 18 years; minors are not allowed in gaming areas

pathological gambler

a term that was previously used to describe a person who met the criteria for a psychiatric diagnosis of having a gambling problem; this term has now been replaced by 'someone with a gambling disorder'

patron

a person who gambles at a venue

poker machines

(see **pokies**)

pokies (also known as poker machines and gaming machines)

gambling machines that are the type of gambling most popular in NSW clubs and hotels, and most associated with gambling harm, due to certain features that may increase the risk of gambling harm to people who play them compared to other forms of gambling

proactive

anticipating and acting before an event has happened, rather than reacting afterwards

problem gambler

a term previously used to describe someone experiencing gambling harm; this term (and others like it, such as 'compulsive gambler' and 'addicted gambler') should be avoided, because it labels a person by their behaviour or condition

problematic gambling

gambling that leads to gambling harm

RAAR framework

a framework designed to help staff member to identify warning signs of problematic gambling behaviour and proactively interact with patrons to reduce gambling harm; it stands for Rapport; Approach and Assess; Assist; and Report

responsible gambling

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

responsible gambling strategies

strategies that help people to gamble safely and responsibly; examples, including spend limits, activity statements, breaks in play, social support, online tools, counselling and self-exclusion

return-to-player (RTP) percentage

the percentage of money bet that must be paid back to players in general over the long term, generally calculated over several years of a gaming machine's operation; this does not mean that each individual player can expect this percentage of return; the remaining percentage of money bet is known as the house edge

RTP

(see **return-to-player percentage**)

self-exclusion

an agreement between a patron and one or more venues to ban entry of that patron to the venue(s) or to the a gambling area of the venue(s)

stigma

general social disapproval or lack of respect towards someone due to a particular characteristic

warning signs of problematic gambling behaviour

behaviours and other signs that can be observed by staff that suggest that a patron might be at risk of or experiencing gambling harm

Answers

to activities and quizzes



Answers to activities and quizzes

Answers to multiple-choice questions are indicated in **bold type**.

SECTION 2 Quiz

Question 1: If the odds of a player winning the pokies jackpot on their first spin are 1/100, what are the odds of them winning the jackpot on their second spin?

- a. 1/99
- b. 1/100**
- c. 1/101
- d. 1/50

Question 2: As discussed above, in NSW the pokies have an 85% return-to-player (RTP) percentage. Knowing this, which of the following statement is true?

- a. Each player will win approximately 8 or 9 times out of 10.
- b. Each player is guaranteed at least 85% of their money back.
- c. The gaming machine will pay out winnings to 15% of players over the long term.
- d. The gaming machine will keep 15% of all money bet on it over the long term.**

Question 3: In Australia, which type of gambling has the highest participation, and which type has the most money spent on it?

- a. Lotteries for both
- b. Pokies for both
- c. Lotteries and pokies, respectively**
- d. Pokies and lotteries, respectively

ACTIVITY 3.3 Gambling myths

What are some incorrect beliefs that patrons might have about how the pokies operate, or about their likelihood of winning when gambling?

- Skill: 'I have a system.'
- Superstition: 'Rubbing the pokies makes me more likely to win.'
- Luck: 'I'm a lucky person.'
- Probability: 'I've been losing all day, so I'm due for a win soon.'
- Short-term thinking: 'Getting a win today is all that matters.'

ACTIVITY 3.4 Different ways of thinking about winning and losing

I go to the venue with \$50 in my pocket. I play for an hour, and I win \$100. I continue playing, and after another hour I stop and go home with \$50 in my pocket.

How much did I spend gambling?

How much did I lose?

How much did I win?

There are no single right or wrong answers to these questions. Rather, they highlight how different ways of thinking about the same event can affect our behaviour.

If I believe I lost that \$100, I might be more likely to think, 'I'm \$100 down. I need to win that money back.'

If I believe I didn't lose any money, I probably won't be so upset, so I'll be less likely to try to win the \$100 back.

ACTIVITY 3.5 Reflective question

Reflecting on your own life, do you ever do things that other people might consider irrational, risky, or bad for your wellbeing?

For example, do you ever drink too much on a night out, order a large meal or a dessert when you're trying to watch your diet, put an expensive item of clothing on your credit card when that money could be better spent elsewhere, or binge on Netflix when you have a work or study deadline looming?

While it might seem illogical that people would keep gambling even when they've lost a lot of money, we actually all do things that are against our best interests in some way, either in the short or long term.

It's really important to keep this in mind when you work in gambling venues, so that rather than judging patrons, you can show understanding for their situation, and remember that there might be a variety of reasons why they might be having difficulties with gambling.

Patrons who are experiencing problems with gambling deserve understanding and support to minimise gambling harm, not judgement.

ACTIVITY 3.6 Different ways of thinking about problematic gambling

Which of these descriptions do you think are the most accurate and helpful, and why?

Which are the least accurate and helpful, and why?

Some of these ways of thinking about problematic gambling behaviour are not supported by scientific research, so are not accurate.

But the main purpose of this activity was to get you thinking about how certain ways of thinking about problematic gambling behaviour are also not helpful to people who are experiencing problems with gambling.

For example, thinking that a person who is experiencing problems with gambling is weak or has made bad lifestyle choices, and that they therefore deserve the resulting gambling harm, is both less accurate and less helpful than thinking they might be having difficulty controlling their gambling behaviour due to their past experiences with gambling, their mistaken beliefs about gambling or other factors.

How you think makes a difference to your attitude towards patrons experiencing gambling harm.

SECTION 3 Quiz

Question 1: Which of the following statements accurately describe someone who is experiencing problems with gambling? (Select all correct answers.)

- a. They gamble regularly for recreational purposes, without spending more than they can afford.
- b. They have difficulty limiting the amount of money and/or time they spend on gambling.**
- c. They gamble excessively, which often leads to conflict in their relationships with family and friends.**
- d. They are a person of weak character.
- e. They may have incorrect beliefs about the possibility of winning, which leads to gambling behaviour that causes harm.**

Question 2: What are some of the effects of staff having a negative attitude towards patrons who are experiencing problems with gambling? (Select all correct answers.)

- a. Staff are more understanding of patrons experiencing problems with gambling.
- b. Patrons experiencing gambling harm are less likely to seek help.**
- c. It reinforces the stigma of gamblers as irresponsible, impulsive, weak or foolish.**
- d. Patrons experiencing gambling harm may believe those negative attitudes and feel embarrassed.**
- e. It helps patrons experiencing gambling harm to regain control of their behaviour.

Question 3: Which one of the following groups is not at particularly high risk of developing problems with gambling?

- a. Young men
- b. Middle-aged women**
- c. Gaming venue staff
- d. People experiencing mental health issues
- e. people from other cultural backgrounds

ACTIVITY 4.1

Which of these scenarios should you report to senior management? (Select all correct answers.)

- a. You notice a staff member giving some of the regular patrons free beer or wine when they play the pokies.
- b. You notice a staff member giving some of the regular patrons free tea or coffee when they play the pokies.
- c. A patron has brought their one-year-old son to the venue. They take their son into the pokies area and sit him on their knee while they play the machines.
- d. A patron and their seven-year-old daughter walk through the pokies area to get the bistro. This is the only way to get to the bistro from the front entrance.
- e. You notice a patron playing the pokies who looks like they might be underage, but you're not sure. You ask them for ID, and they show you their TAFE student card, which they say is the only ID they have.
- f. You are sharing the cash till with another staff member who has been working at the club for much longer than you. You see this staff member exchange a cheque for \$300 cash. It's the first time you've seen this patron at the venue that day.
- g. A patron has won the grand prize of \$8,000 on the pokies. A staff member agrees to pay all of the patron's winnings out in cash.

SECTION 4 Quiz

Question 1: What do harm minimisation measures do? (Select all correct answers.)

- a. Help patrons to make informed choices when gambling
- b. Require venues to provide a safe gambling environment
- c. Help patrons to limit the amount of time but not the amount of money they spend gambling
- d. Inform patrons of the risks linked to gambling and where to get help if they need it

Question 2: As a staff member, which of the following are your responsibilities? (Select all correct answers.)

- a. To visit patrons at their home to provide support
- b. To prevent underage gambling
- c. To make sure responsible gambling brochures and contact cards are available to patrons
- d. To diagnose patrons with a clinical gambling disorder
- e. To report any breaches of legislation or regulations that you notice

ACTIVITY 5.1 The importance of rapport with patrons

What do you think are some of the benefits of having good rapport with patrons?

- Makes patrons feel welcomed and valued at the venue
- Adds to the venue's reputation as a pleasant place to visit
- Makes work more enjoyable and fulfilling for you
- Allows you to be more aware of patrons' usual personalities, moods and behaviours, so you'll notice when something is wrong or when they seem to be feeling or acting differently from usual
- Makes it easier for you to begin a conversation with a patron if you are ever concerned for their wellbeing
- Makes patrons more comfortable to approach you if they are experiencing gambling harm, which helps to create a safer and more responsible gambling environment

ACTIVITY 5.2 Developing rapport in everyday life

How do you usually develop rapport with a person when you're getting to know them? What do you do? What do you say?

- Be friendly to them (smile, laugh, nod).
- Show an interest in them and what they have to say (listen, ask questions).
- Make them feel heard and valued (listen to what they say, ask for their opinion).
- Remember their name, and the names of their partner, family, etc.
- Remember details of their personal life (family, children, pets, job, interests).
- Talk about common interests (sport, hobbies, favourite books, games, movies, places to eat or go out).

ACTIVITY 5.4 General warning signs of problematic gambling behaviour

Which of these warning signs do you think would be easier to notice, and why?

Easier to notice

- Gambles more than one machine at once
- Complains to staff about losing, or blames venue or machines for losing
- Rushes from one machine to another

Somewhere in the middle

- Rituals or superstitious behaviours (rubbing or talking to machine)
- Uses coin machine at least four times
- Gambles most days
- Asks to change large notes before gambling
- Starts gambling when the venue is opening, or only stops when venue is closing

Harder to notice

- Significant increase in spending pattern

Which do you think would be easier to notice after you've developed rapport with a patron (or at least directly interacted with them)?

- Many of these general warning signs are harder to identify without having developed rapport or at least directly interacted with a patron.
- By developing rapport with patrons, you are much more likely to notice when their behaviour is out of the ordinary and could suggest that they might be experiencing gambling harm.

ACTIVITY 5.5 Probable and strong warning signs of problematic gambling behaviour

Which of the probable and strong warning signs do you think would be easier to notice, and why?

Easier to notice

- Becomes angry or stands over others if someone takes their favourite machine/spot
- Shows obvious signs of distress or anger
- Displays generally poor hygiene, or significant decline in personal grooming or appearance over several days

Somewhere in the middle

- Plays intently, without reacting to what's going on around them
- Gambles from opening to closing
- Often gambles for long periods without a proper break
- Tries to borrow money from other people at venue, or asks for credit from venue

Harder to notice

- Puts large wins back into the machine and keeps playing
- Tries to hide their presence at the venue
- Avoids the cashier, and instead uses the ATM themselves

Which do you think would be easier to notice after you've developed rapport with a patron (or at least directly interacted with them)?

- As with the general warning signs, many of these probable and strong warning signs are harder to identify without having developed rapport or at least directly interacted with a patron.
- This is why developing rapport with patrons is so important in helping to prevent gambling harm. By developing rapport with patrons, you are much more likely to notice when their behaviour is out of the ordinary and could suggest that they might be experiencing gambling harm.

ACTIVITY 5.6 Case study: A patron showing signs of problematic gambling behaviour

As we watch this video, notice any warning signs of problematic gambling behaviour that you think the character Ruby is showing, and write them down under the relevant headings (general, probable, strong).

General warning signs

- Looks through purse for more money (which could indicate an increase in spending pattern)
- Complains to staff about losing, or blames venue or machines for losing
- Talks to the machine (an indication of superstitious behaviour)

Probable warning signs

- Finds it difficult to stop gambling at closing time
- Often gambles for long periods without a proper break (staff member has noticed a few times now that Ruby often plays on the machines for a few hours at a time)
- Becomes angry while gambling (agitated when the staff member asked her to leave at closing time)

Strong warning signs

- Looks tired and dishevelled (which could indicate poor hygiene, or a significant decline in personal grooming or appearance over several days)

How could you use rapport to better understand the warning signs Ruby is showing?

- Developing rapport with a patron allows you to know that patron well, and to be proactive in noticing and responding when they seem to be experiencing problematic gambling behaviour.
- When you have good rapport with a patron, they will usually feel more comfortable approaching you for support if they need it.
- Remember that some warning signs are not easy to notice unless the patron actually tells you – for example, a patron might mention that they were originally gambling with their friends, but the friends have all gone home, or they might explain that they have had to borrow money from a friend in order to keep gambling.

MODULE 5.1 Quiz

Question 1: Your safety at work is of the highest importance. What are some ways you can stay safe at work? (Select all correct answers.)

- a. Tell security if a patron is displaying aggressive behaviour.
- b. Make sure the patron knows you are in charge, by yelling at them to stop being angry and listen to you.
- c. Before approaching a disruptive patron, assess the situation to make sure it is safe for you to approach them.
- d. Always call 000 to let police, fire and ambulance know that a patron is being disorderly.
- e. Avoid doing anything yourself, and hope that senior management will deal with the situation.

Question 2: Why is it necessary for you to develop rapport with patrons? (Select all correct answers.)

- a. To make them feel welcomed and valued
- b. To be given more tips
- c. To get to know their usual gambling patterns and behaviours
- d. To be nominated for the Employee of the Month award
- e. To notice when they show warning signs of problematic gambling behaviour

Question 3: A patron shows the following warning signs:

1. withdraws cash on many occasion
2. gambles on more than one machine at once
3. significant decline in personal grooming.

Which type is each of these warning signs?

- 1=probable, 2=probable, 3=strong
- 1=general, 2=probable, 3=strong
- 1=probable, 2=strong, 3=probable
- 1=probable, 2=general, 3=strong**

ACTIVITY 5.7 Barriers to approaching

What do you think are some of the reasons a staff member might not approach a patron who is showing warning signs of problematic gambling behaviour?

The most common barriers usually relate to either personal competency or personal responsibility.

For example:

- “I wouldn’t know what to say or do.”
- “I would feel uncomfortable approaching someone who is distressed.”
- “I don’t think it’s my job to approach a patron who is distressed.”
- “Does the law or my venue say that I have to approach a patron who is distressed?”
- “I could get sued if I try to put my nose into someone else’s business.”
- “I might get into trouble from my manager if I interrupt someone gambling.”

To help you to overcome these possible barriers, this module gives you the skills you need to confidently approach patrons who are showing warning signs.

ACTIVITY 5.8 What went wrong?

What did the staff member do wrong in this interaction?

- The staff member did not respond to the patron with empathy. The patron’s tone of voice and body language both showed that they were frustrated and disappointed, but the staff member seems disinterested – they have their arms crossed, they are slouched over, and they are avoiding eye contact with the patron.
- The staff member interrupts the patron, cutting them off in the middle of a sentence.
- The staff member is dismissive of the patron’s situation, and says something disrespectful under their breath.
- As a staff member, you will play an important role in creating a safe gambling environment for patrons. The example above could have been an opportunity for the staff member to provide much-needed assistance to the patron.

ACTIVITY 5.9 What went right?

What did the staff member do right in this interaction?

- The staff member approached the patron in a friendly and informal way, which opened up further conversation for the staff member to use active listening to assess the patron’s wellbeing. From this, the staff member was better able to offer appropriate support to the patron.
- The staff member seems to have noticed the patron’s tone of voice and body language (the patron sounds frustrated and disappointed, and they are wringing their hands), and the staff member responded with empathy.
- The staff member was attentive but relaxed, faced the patron and maintained eye contact. Their tone of voice was confident, friendly, and non-judgemental.

MODULE 5.2 Quiz

Question 1: Which of the following are part of active listening? (Select all correct answers.)

- a. Giving the patron your full attention**
- b. Correcting the patron if they say something wrong
- c. Being interested, and asking open questions**
- d. Agreeing with everything the patron says
- e. Summarising what the patron has said, to make sure you understand correctly**

Question 2: What does it mean to have a conversation with two purposes?

- a. To have two different conversations with two patrons at the same time
- b. To have a conversation that has an obvious aim as well as another less obvious aim**
- c. To have a conversation where you pretend to care about a patron's problems, but you really don't
- d. To have a conversation where you pretend that nothing is wrong, to make the patron feel better

Question 3: What should you not do when you approach a patron who is showing probable or strong warning signs of problematic gambling behaviour?

- a. Be direct and confident, but respectful
- b. Describe the behaviour(s) you have noticed
- c. Argue your point with the patron if they don't agree**
- d. Express your concern for the patron
- e. Get assistance from your manager or from security if needed

ACTIVITY 5.10 Case study: A patron experiencing gambling harm

Question 1: How might your rapport with Cameron help you in this situation?

- Your existing rapport with Cameron gives you some context to better understand the reasons for his outburst, and to understand that it is not really an attack on you. You know what Cameron's usual behaviour is like, and that he doesn't usually yell at you. Recently you have seen that Cameron has been behaving more and more differently at the venue, and that his behaviour has become more problematic over time, and you understand that he likely needs help to get his gambling under control. Your existing rapport with Cameron also means that you are someone he knows and trusts, so he might also be more open to listening to your concerns and advice.

Question 2: What types of warning signs is Cameron showing?

- Cameron is showing probable and strong warning signs, including anger in response to being interrupted, borrowing money, and gambling more frequently.

Question 3: What approach and assessment method would you use?

- Because Cameron is showing probable and strong warning signs, a direct approach is appropriate. Remember, though, to always speak in a respectful, empathic, friendly and non-judgemental way. You should address Cameron's immediate behaviour towards you, and explain why it is problematic. You can then express your concern for his wellbeing, and tell him you would like to help him if he is willing to talk with you or with your manager. You should also ask Cameron whether he would like to discuss the issue in a more private area. This might make him feel more comfortable when discussing his current circumstances, and he might even disclose any underlying issues that he is struggling with. You should also actively listen to what Cameron says to you, to identify the possible reasons for his behaviour, and whether it is related to gambling, other venue services, financial reasons, personal reasons or other issues.

Question 4: What support would you discuss with Cameron? How would you do this?

- Because Cameron is showing probable and strong warning signs, you should give him specific information about support services (brochures about counselling services, GambleAware) and the option of self-exclusion. You should be open to answering any questions he might have, and offer to help him connect to the services you have suggested. If you have any concerns for Cameron's immediate safety (such as if he tells you he has been thinking about suicide), then you should call your manager or call 000, and stay with Cameron until help arrives.

MODULE 5.3 Quiz

Question 1: How can you be proactive in assisting patrons?

- Don't take 'No' for an answer if a patron tells you they don't want help.
- Develop a comprehensive treatment plan for patrons who ask you for help.
- Notice problems early, and offer help before things get worse.**
- Wait until the problem gets serious before offering to help.
- Suggest exercise as a great way to reduce the desire to gamble.

Question 2: What are some of the supports available to patrons who are experiencing problems with gambling? (Select all correct answers.)

- Referral to counselling and support services**
- Social support**
- General information about venue facilities
- Self-exclusion**
- Food and drink discounts

Question 3: Which of these self-exclusion programs are available in NSW? (Select all correct answers.)

- GameBan
- ClubSAFE**
- Venue-based self-exclusion**
- GameCare**
- BetSafe**

ACTIVITY 5.12 Importance of reporting warning signs

Why do you think it is important to each of the following groups that you report any warning signs of problematic gambling behaviour that you notice at your venue?

- You will have a record that can be referred back to in case of further developments, demonstrate to management your commitment to responsible gambling practices, and feel part of a team.
- Other staff at your venue will benefit from the shared knowledge of patrons and their behaviour patterns, allowing them to know who and what to look out for when monitoring patrons on the gaming floor, and take a proactive approach to minimising gambling harm. This builds a strong teamwork culture.
- Patrons at your venue will feel known and supported, which makes it more likely that they will enjoy their time at the venue while gambling within affordable limits.
- Your venue will have the information it needs to notice the patterns in patrons' behaviour over time, which will also allow it to better understand which patrons tend to show warning signs of problematic gambling behaviour and what signs to look out for in future. This information may also be used in future to explain any decisions and actions taken to minimise gambling harm (such as an exclusion order). It will also allow the venue to provide excellent customer service, to offer a safer gambling environment, and developing a positive reputation for responsible conduct of gambling.

MODULE 5.4 Quiz

Question 1: What are the four steps in the 'RAAR' framework, which you should use to interact safely and responsibly with patrons at your venue?

- a. Rapport; Assess and Encroach; Assist; Report
- b. Rapport; Approach and Assess; Assist; Report**
- c. Rapport; Assist and Approach; Assess; Reprimand
- d. Rapport; Assess; Apply; Respond

Question 2: Which of the following are important reasons to report any probable or strong warning signs of problematic gambling behaviour that you notice at your venue? (Select all correct answers.)

- a. To be proactive**
- b. To have a record of incidents and support offered**
- c. To be able to gossip about the patrons
- d. To ensure effective communication between staff and managers**
- e. To develop an understanding of which patrons may be at risk of gambling harm**

Appendices



Appendix 1: Organisations responsible for the regulation of gambling in New South Wales

ORGANISATION	RESPONSIBILITIES
Independent Liquor & Gaming Authority	Responsible for licensing and disciplinary matters, including imposing penalties and suspending/cancelling licences, under the gambling and liquor legislation www.liquorandgaming.nsw.gov.au/independent-liquor-and-gaming-authority
Liquor & Gaming NSW	Regulates liquor, gaming, wagering, casinos and registered clubs in NSW, and provides related policy advice to government www.liquorandgaming.nsw.gov.au
NSW Police	Enforces gaming and liquor laws in NSW and reports on fitness of applicants to hold liquor and gaming-related licences; police have the power to issue infringement notices and to take disciplinary action against licensees, registered clubs and/or the secretary, manager and staff of licensed venues
Office of Responsible Gambling	Develops responsible gambling strategy and provides related policy advice to government; also provides research and education programs and funds GambleAware services to minimise gambling harm in the community www.gambleaware.nsw.gov.au
Responsible Gambling Fund Trustees	Reviews, advises on and funds projects and services that aim to minimise gambling harm, including counselling, research, awareness campaigns, workforce and professional development; funding comes from a levy on NSW casino licences www.gambleaware.nsw.gov.au/about-us/corporate-information/chair-and-trustees

Appendix 2: Gambling laws in New South Wales

- Casino Control Act 1992
<https://legislation.nsw.gov.au/view/html/inforce/current/act-1992-015>
- Casino Control Regulation 2009
<https://legislation.nsw.gov.au/view/html/repealed/current/sl-2009-0425>
- Gaming and Liquor Administration Act 2007
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2007-091>
- Gaming and Liquor Administration Regulation 2016
<https://legislation.nsw.gov.au/view/whole/html/inforce/current/sl-2016-0495>
- Gaming Machine Tax Act 2001
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2001-072>
- Gaming Machines Act 2001
<https://legislation.nsw.gov.au/view/html/inforce/current/act-2001-127>
- Gaming Machines Regulation 2019
<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2019-0428>
- Registered Clubs Act 1976
<https://legislation.nsw.gov.au/view/html/inforce/current/act-1976-031>
- Registered Clubs Regulation 2015
<https://legislation.nsw.gov.au/view/html/inforce/current/sl-2015-0479>
- Unlawful Gambling Act 1998
<https://legislation.nsw.gov.au/view/html/inforce/current/act-1998-113>

Appendix 3: Confirming a patron's age

- In New South Wales, patrons must be at least 18 years of age to enter a licensed venue or to drink alcohol or gamble.
- Any person who looks under 25 years old must provide proof of their age before entering a licensed venue, before buying or consuming alcohol, or before gambling at the venue.
- If you are unsure, always ask for ID.

Accepted ID documents to confirm a patron's age

- Driver's or rider's licence (issued in Australia or another country)
- Current NSW Photo Card (issued by NSW Roads & Maritime Services)
- Passport (issued by Australia or another country)
- Proof of age card (issued by any Australian state or territory except NSW)
- Keypass ID (over-18) identity card (issued by Australia Post).

How to check a patron's ID to confirm their age

- Check their ID in a well-lit area, where you will be able to notice any changes more easily.
- Never check an ID through the window in a person's wallet – ask them to remove it for you to check.
- Take the ID from the patron (except in the case of a NSW Digital Driver Licence – see below), and take your time checking it – don't allow them to rush you.
- Make sure the ID document includes the relevant hologram or other security feature.
- Compare the photo on the ID document with the person presenting it to you, to make sure they match. Pay particular attention to any distinguishing facial features.
- Feel around the photo, the birth date, and the edges of the ID document. If it is enclosed in plastic or laminated with wrinkles, bumps or air bubbles, this could mean it has been changed.
- Calculate whether the date of birth shown on the ID document confirms that the person is at least 18 years old. Remember that many of the accepted ID documents can be issued to people under 18 years of age, so it's important that you confirm their age this way.

If a patron shows you a NSW Digital Driver Licence, don't touch their phone – ask them to hold out their phone while you check it as outlined online at:

www.service.nsw.gov.au/campaign/nsw-digital-driver-licence/licence-checkers-and-nsw-digital-driver-licence#how-to-visually-check-the-nsw-digital-driver-licence

Source: Adapted from: www.liquorandgaming.nsw.gov.au/working-in-the-industry/serving-alcohol-responsibly/managing-under-18s/checking-evidence-of-age

Appendix 4: Warning signs of problematic gambling behaviour and how to act on them

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

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. DOI: 10.1556/2006.5.2016.065; and Thomas, A., Delfabbro, P. and Armstrong, A.R. (2014). 'Validation study of in-venue problem gambler indicators', report prepared for Gambling Research Australia.

Appendix 5: 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 problems with gambling and their families.	<p><i>Face-to-face counselling</i></p> <p>GambleAware: Support Near Me www.gambleaware.nsw.gov.au/i-need-support/i-need-to-talk-to-someone/is-there-support-near-me or phone 1800 858 858</p> <p>Financial Counsellors Association of NSW: Find a Counsellor www.fcan.com.au or phone 1800 007 007</p> <p>Relationships Australia, NSW: Counselling Services www.relationshipsnsw.org.au/support-services-category/counselling-services or phone 1300 364 277</p> <p><i>Telephone counselling</i></p> <p>GambleAware: Talk to Someone www.gambleaware.nsw.gov.au/i-need-support/i-need-to-talk-to-someone or phone 1800 858 858</p> <p>Financial Counsellors Association of NSW: Find a Counsellor www.fcan.com.au or phone 1800 007 007</p> <p>Relationships Australia, NSW: Counselling Services www.relationshipsnsw.org.au/support-services-category/counselling-services or phone 1300 364 277</p> <p><i>Online counselling</i></p> <p>GambleAware: Chat Online www.gambleaware.nsw.gov.au/i-need-support/i-need-to-talk-to-someone/can-i-chat-online</p> <p>Financial Counsellors Association of NSW: Find a Counsellor www.fcan.com.au</p> <p>Relationships Australia, NSW: Online Counselling www.relationshipsnsw.org.au/support-services/online-counselling</p>
Mental health crisis counselling	Several organisations offer immediate support for people experiencing significant psychological distress or suicidal feelings.	<p>Lifeline www.lifeline.org.au or phone 13 11 14</p> <p>Beyond Blue www.beyondblue.org.au or phone 1300 224 636</p> <p>NSW Mental Health Line www.health.nsw.gov.au/mentalhealth/Pages/Mental-Health-Line.aspx or phone 1800 011 511</p> <p>Suicide Call Back Service www.suicidecallbackservice.org.au or phone 1300 659 467</p>

Self-exclusion	Self-exclusion is a voluntary agreement where a person who is experiencing problems 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 www.responsiblegambling.nsw.gov.au/home/gambleaware/manage-your-gambling/self-exclusion</p> <p>ClubSAFE https://clubsnsw.com.au or phone 1800 997 766</p> <p>GameCare https://ahansw.com.au or phone 1800 997 766</p> <p>BetSafe www.betsafe.com.au or phone 98740744</p> <p>Venue-based programs www.liquorandgaming.nsw.gov.au/working-in-the-industry/licensees-and-approved-managers/gaming-self-exclusion www.liquorandgaming.nsw.gov.au/documents/fm/Model_Deed_Self-Exclusion_Form.pdf www.gambleaware.nsw.gov.au/i-need-support/i-want-to-help-myself/take-a-break-and-ban-yourself</p>
Online tools	A range of free-to-use online tools and phone apps are available to help people who are experiencing problems with gambling, including self-help programs, online counselling, budgeting tools, chat forums, etc.	<p>NSW GambleAware: I Want to Help Myself www.gambleaware.nsw.gov.au/i-need-support/i-want-to-help-myself</p> <p>Gambling Help Online www.gamblinghelponline.org.au</p> <p>100 Day Challenge www.100dc.com.au</p> <p>Gambling Self Help https://gamblingselfhelp.com</p> <p>Gordon Moody Gambling Therapy (UK) https://gordonmoody.org.uk/gambling-therapy</p> <p>Center for Addiction and Mental Health: Gambling Help (Canada) www.problemgambling.ca/gambling-help/HomePage.aspx</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 & Friends www.gambleaware.nsw.gov.au/supporting-someone/supporting-family-and-friends/prepare-yourself</p> <p>Gamblers Anonymous https://gaaustralia.org.au or phone 9726 6625</p> <p>Gambling Help Online: Peer Support www.gamblinghelponline.org.au/take-a-step-forward/peer-to-peer-support</p>
Product information	Learning about how gambling actually works (e.g. the 'house edge') can help patrons to think more realistically when making gambling decisions.	<p>GambleAware: Learn About Gambling www.gambleaware.nsw.gov.au/learn-about-gambling</p> <p>Gambling Help Online: What is Gambling? www.gamblinghelponline.org.au/understanding-gambling/what-is-gambling</p> <p>Online videos: How Poker Machines Work: https://austgamingcouncil.org.au/responsible-gambling/understanding-responsible-gambling/understanding-odds www.youtube.com/watch?v=7JkZbTxOc9w</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.	

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.	
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.	

Appendix 6: Further reading

Australian Government Productivity Commission 1999, 'Australia's Gambling Industries', Report no. 10, Canberra, www.pc.gov.au/inquiries/completed/gambling/report.

Australian Government Productivity Commission 2010, 'Gambling', Report no. 50, Canberra, www.pc.gov.au/inquiries/completed/gambling-2010/report.

Browne, M., Rockloff, M., Hing, N., Russell, A., Boyle, C.M., Rawat, V., Tran, K., Brook, K., and Sproston, K. 'NSW Gambling Survey, 2019' (revised 2020), report prepared for NSW Responsible Gambling Fund, www.responsiblegambling.nsw.gov.au/_data/assets/pdf_file/0008/881279/NSW-Gambling-Survey-2019-report-FINAL-AMENDED-Mar-2020.pdf.

Browne, M., Langham, E., Rawat, V., Greer, N., Li, E., Rose, J., Rockloff, M., Donaldson, P., Thorne, H., Goodwin, B., Bryden, G. and Best, T. (2016). 'Assessing gambling-related harm in Victoria: A public health perspective', Victorian Responsible Gambling Foundation, Melbourne, <https://responsiblegambling.vic.gov.au/resources/publications/assessing-gambling-related-harm-in-victoria-a-public-health-perspective-69>.

Queensland Government Statistician's Office, Queensland Treasury, 'Australian Gambling Statistics', 36th edition, 2021, www.qgso.qld.gov.au/statistics/theme/society/gambling/australian-gambling-statistics.

