

Going above and beyond

Responsible conduct of gambling for venues

This fact sheet offers suggestions for strategies that pubs and clubs in NSW can take to prevent and reduce gambling harm – beyond the minimum legislative requirements. It's important that you have multiple and different strategies in place, that are appropriate for your venue and your local community.

These practical examples are a good starting place for your venue to reduce gambling harm and demonstrate your commitment to the wellbeing of your patrons and your communities.

- Foundational
- Intermediate
- Advanced

Start with a plan

- develop a Gaming Plan of Management that identifies your responsible conduct of gambling (RCG) obligations and goals and what you are doing to meet them

Provide staff with additional training and resources

- regular in-house training and refreshers on your policies and procedures

- training or resources on the signs of risky and problematic gambling behaviour
- communication skills training to support staff to approach patrons identified as at-risk

Support staff to identify and assist patrons who need help

- have a strong presence of supervisors in gaming rooms
- provide feedback on the action taken by managers when an issue is reported
- have structured systems for staff to do welfare checks, encourage breaks in play and suggest alternatives to gambling available in the venue or beyond
- increase welfare checks and patron interactions after midnight to encourage breaks in play

Create a strong culture of gambling harm minimisation

- make it clear to staff that patron welfare is of the utmost importance
- discuss harm minimisation at all staff meetings and handovers
- maintain a Gambling Incident Register to record RCG related incidents and the actions taken to address them
- recognise staff who demonstrate a commitment to harm minimisation
- appoint dedicated staff (e.g. a responsible gambling manager or gambling contact officer) to provide specialist support to staff and patrons

Encourage breaks in play through venue and service design

- don't provide complementary food and snacks at gaming machines
- don't provide food or drink service at gaming machines
- place ATMs as far from the gaming room as practical
- reduce the amount of cash that can be withdrawn from the ATMs in your venue

Promote local support services

- display information about local support services in strategic locations, like the bathroom and on digital displays
- promote local support services in direct marketing to patrons and members
- host on-site visits from gambling counsellors
- organise periodic on-site information stalls staffed by gambling counsellors

Break down the stigma associated with gambling problems

- promote gambling awareness campaigns in your venue and your marketing
- promote and hold events during relevant awareness weeks
- consider promoting or hosting local speakers with lived experience of gambling harm

Make sure self-exclusion is understood, available and enforced

- initiate self-exclusion when requested, regardless of the day or time
- have strong systems for staff to familiarise themselves with photos of people who have self-excluded
- proactively talk to patrons about self-exclusion during welfare checks
- consider technology solutions to prevent breaches, such as facial recognition technology through your CCTV or through your sign-in systems

Promote responsible gambling

- include responsible gambling messages on your website, and in newsletters and loyalty program marketing
- share responsible gambling messages over the public address system and on electronic displays

Enable and respond to customer complaints

- provide information on how to make a complaint about RCG
- have a robust customer complaint policy in place with specific arrangements for RCG-related complaints
- make staff and patrons aware of how to report a breach in legislative and regulatory requirements to Liquor and Gaming NSW

For more information and support

- Liquor and Gaming NSW – visit www.liquorandgaming.nsw.gov.au or email contact.us@liquorandgaming.nsw.gov.au
- The Office of Responsible Gambling – visit www.responsiblegambling.nsw.gov.au or email info@responsiblegambling.nsw.gov.au
- Industry associations – like Clubs NSW or the Australian Hotels Association
- Local Gambling Help service: www.gamblinghelp.nsw.gov.au/find-support-near-you/
- The Gambling Impact Society – to find out more about their consumer voices program: <https://gisnsw.org.au/consumer-voice/>
- Local council – for information about other relevant local services and activities, and your local community

This fact sheet is intended as an educational guide and does not replace or add to current legislative or regulatory requirements.

September 2020