



# Responsible Gambling Code of Conduct

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VERSION 1.6



frontierhospitality

# Responsible Gambling Code of Conduct

## 1. Venue Commitment to Responsible Gambling

This message is displayed at the entrance to the gaming room and/or at the cashier's station in the gaming room:

*This venue is committed to providing the highest standards of customer care and responsible gambling. Our Responsible Gambling Code of Conduct describes how we do this.*

*The Venue Operator has a duty to take all reasonable steps to prevent and minimize harm from the operation of gaming machines in the approved venue, including by monitoring the welfare of gaming machine players, discouraging intensive and prolonged gaming machine play and intervening when a person is displaying behaviour that is consistent with gambling harm.*

*Responsible Gambling means that consumers exercise a rational and sensible choice based on knowledge and their particular circumstances. It means a shared responsibility with collective action by the gambling industry, government, individuals and communities.*

The code will also be available in community languages on our website (where a website exists). Languages may include.

- Arabic
- Chinese
- Greek
- Italian
- Turkish
- Spanish, and
- Vietnamese

## 2. Interaction with Customers – Communication with Gamblers

2.1 This venue will ensure that communications with customers do not:

- a) Induce a person to enter or remain in the gaming machine area,
- b) Induce gaming machine play (with the exception of communication that forms part of a loyalty scheme, or
- c) Reinforce or encourage fallacies or misconceptions about gaming machines, including but not limited to:
  - i. Telling a person that they can make money by playing on a gaming machine
  - ii. Telling a person that a gaming machine or gaming machine jackpot has or has not paid, or that it is due to pay, winnings;

- iii. Discussing luck or superstitions;
- iv. Telling a customer that a 'near miss' means the gaming machine is about to pay winnings;
- v. Suggesting or encouraging the belief that a spin on a gaming machine is not independent of another spin on that gaming machine;
- vi. Suggesting or encouraging the belief that there are strategies that a person can use to win when playing a gaming machine (for example, increasing or decreasing the amount bet per line or number of lines on which a bet is made); or
- vii. Telling a person that they deserve to win.

2.2 This venue will take reasonable steps to ensure that communications with customers discourage intensive and prolonged gaming machine play.

2.3 With the exception of EFTPOS signage, this venue will not induce a customer to:

- (a) withdraw money, or withdraw more money, from a cash facility; or
- (b) leave this venue to obtain money, or obtain more money, to enable that customer to play, or to continue to play, a gaming machine.

2.4 This venue may, however, direct a person to a cash facility when requested to do so by a customer.

### **3. Interaction with Customers – Signs of Distress**

3.1 This venue will take all reasonable steps to ensure the gaming machine area and entrances to the gaming machine area are monitored at all times gaming machines are available for gaming.

3.2 This venue will take all reasonable steps to ensure that customers in the gaming machine area are regularly observed to monitor behaviour that is consistent with gambling harm.

3.3 This venue will not encourage or induce a person to engage in intensive or prolonged gaming machine play.

3.4 Staff at this venue will ask a person to take a break away from the gaming machine area where an interaction has occurred and that interaction has determined that the person is angry while gaming or has requested assistance as a consequence of their gaming.

3.5 Staff at this venue will interact with a person who has been observed to have been playing gaming machines for a prolonged period without a break and ask that person to take a break away from the gaming machine area.

3.6 Staff at this venue will interact with a person who:

- (a) has been asked to take a break and refuses to take a break away from the gaming machine area;
- (b) plays multiple gaming machines simultaneously; or
- (c) reserves a gaming machine in order to play another gaming machine.

#### **4. Gaming Venue Staff**

- 4.1 This venue will ensure that staff do not play a gaming machine on a rostered day of work at this venue.
- 4.2 This venue will provide information to staff so that they are aware of their increased risk of harm from gambling.

#### **5. Interaction with Problem Gambling Support Services**

This venue will ensure that staff who have day-to-day management of the operation of this approved venue and responsible gambling officers meet with this venue's nominated venue support worker at least once every six months.

#### **6. The Gambling Environment**

- 6.1 This venue will not encourage a person to play multiple gaming machines simultaneously.
- 6.2 This venue will take all reasonable steps to discourage a person from reserving a gaming machine in order to play another gaming machine in the gaming machine area.
- 6.3 During the opening hours of food and beverage facilities outside the gaming machine floor, this venue will ensure that a person can order and be served food and beverages without having to enter the gaming machine area.
- 6.4 This venue may offer a person seated at or playing a gaming machine food or beverage provided it is offered as part of an interaction with that person.

#### **7. Responsible Gambling Officer**

- 7.1 This venue operator will nominate responsible gambling officers for its approved venue(s).
- 7.2 A Responsible Gambling Officer will be available in the gaming machine area at all times gaming machines are available for gaming.
- 7.3 This venue will display prominently in the gaming machine area a notice advising that a responsible gambling officer is available for assistance at all times.

7.4 This venue's responsible gambling officer will take all reasonable steps to:

- (a) monitor the gaming machine area and ensure compliance with the Act, regulations and this code;
- (b) ensure that staff record responsible gambling incidents and interventions in the responsible gambling register;
- (c) observe customers who display behaviour that is consistent with gambling harm and provide assistance as necessary;
- (d) provide advice to staff about gambling harm and how to respond to signs of gambling harm: and
- (e) respond to customer enquiries and complaints about the supply of gambling in the approved venue.

7.5 This Venue's responsible gambling officer will complete prescribed responsible service of gambling training, if any.

## **8. Responsible Gambling Register**

8.1 This venue has established and maintains a responsible gambling register and ensures that details of all responsible gambling incidents and interventions are recorded in this register, including:

- (a) date and time the incident occurred;
- (b) details of the incident;
- (c) details of the intervention made in response to the incident;
- (d) details of the customer's response to the intervention, if known;
- (e) date and time the entry was recorded in the responsible gambling register; and
- (f) The name of the individual if this is provided voluntarily by that individual.

8.2 This venue retains the information in the responsible gambling register for not less than six months from the day it was recorded in the responsible gambling register.

8.3 This venue will provide a copy of the responsible gambling register to the Victorian Gambling and Casino Control Commission on request.

8.4 This venue may provide information in the responsible gambling register to a Venue Support Worker for training and development purposes provided that information does not include the name or identifying characteristics of any person.

## Appendix-Definitions

### Definitions

**Code Administrator** refers to Frontier Hospitality Co-Operative Limited who has prepared and administered this code.

**Interaction** means measured assistance based on a case-by-case assessment by venue staff. The interaction may take the form of:

- Encouraging the customer to consider food or beverage offers available at the venue which would allow a break in play from the gaming machine
- Offering the customer some refreshments (i.e. tea or coffee) in a quieter, more private part of the gaming venue where the customer has the opportunity to request appropriate support information in a confidential manner
- Assisting the customer with travel arrangements in order to depart the venue
- Providing customer with information on gambling support, and
- Explaining how the self-exclusion program works and providing information on how to access the program.

**Loyalty Program** means a 'loyalty scheme' as defined in section 1.3 of the Act.

**Responsible Gambling Officers** describe staff appointed to assist the venue operator:

- Minimize gambling harm in the venue
- Ensure compliance with all responsible gambling regulatory and code requirements, and
- Respond to staff and customer enquiries about the supply of gambling in the venue.

**Responsible Gambling Register** describes a log located in the gaming area, that venue staff have access to record responsible gambling related interactions with customers.

**Venue Support Workers** describes staff from the Gambler's Help Venue Support Program. These staff assist venues in fulfilling responsibilities such as:

- Identifying and responding to patrons displaying signs of problem gambling
- Raising awareness among venue staff about, and encouraging referrals to Gambler's Help services, self-exclusion programs and other community support services
- Meeting the requirements of their Responsible Gambling Codes of Conduct
- Creating and maintaining responsible gambling environments
- Ensuring their completion of the required Responsible Service of Gaming (RSG) training.

### Disclaimer

Any legislative changes impacting on this code do not render this code as invalid. Any State or Federal legislation or regulatory arrangements take precedence over the contents of this code.