

# GamblingCompliance

## Australian Casinos: Responsible Gambling Initiatives 1999-2008

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Australasian Casino Association with Executive Analysis by GamblingCompliance  
Research Team

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GamblingCompliance is an impartial provider of legal and market analysis for the global gaming industry, consisting of a renowned team of lawyers and journalists with experience across multiple jurisdictions.

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## Executive Analysis

GamblingCompliance have been commissioned to produce an executive analysis of the attached responsible gambling/harm minimisation report prepared by the Australasian Casino Association and comment on the initiatives implemented with reference to findings of the 1999 Productivity Commission (PC) inquiry.

The harm minimisation and responsible gambling framework that Australian casinos operate in, is world leading in its scope, consistency and implementation. This has been illustrated on a number of occasions by TABCORP being rated as the global leader in the promotion of responsible gambling by the Dow Jones Sustainability Index. Further in 2008 the Victorian Commission for Gambling Regulation (VCGR) found that Crown Melbourne is recognised as a world leader in the promotion of responsible gambling when considering the renewal of the casino licence in Victoria.

The initiatives outlined in this report show that while the Australian casinos have implemented many initiatives in response to findings contained in the last PC report, some initiatives actually pre-date the PC report, indicating that Australian casinos have a long history of commitment to responsible gambling policies. Moreover, the initiatives contained in this report which post date the PC report of 1999 can be divided into two general categories:

1. Those that have been introduced independent of regulatory or legislative initiatives, and
2. Those that have been introduced as a result of legislative or regulatory changes.

### Key Findings

- **Positive Response to Productivity Commission Findings in 1999.** Casinos have seriously considered and responded positively to the PC's findings.
- **Compliance with State and Territory Responsible Gaming Legislative Initiatives.** Casinos have complied with all state and territory government initiatives in the wake of the PC's 1999 findings.
- **Pre-Emptive Action in the Absence of Government Initiative.** In some instances casinos have taken measures before government initiatives have been implemented, for example Crown has Play Safe in operation which allows Crown Club Members to set time and spend limits for their gaming machine activity.
- **Commitment to Responsible Gambling.** There is a demonstrated ongoing commitment to responsible gambling by Australian casinos. Since 1999 there has been no expansion in the number of casinos, yet there has been a rapid expansion in the responsible gambling initiatives implemented since that time.
- **Staff Training To Ensure Gaming Is Conducted Responsibly.** There is a continued commitment to staff training to ensure that all measures are taken to prevent and treat problem gambling.

## How the Industry Has Responded

The Australian casinos have worked closely with their respective state and territory governments to ensure that the concerns raised in the PC's 1999 report have been addressed. In many instances casinos have gone further, and through extensive staff training and self regulatory measures a responsible gaming culture has been maintained and furthered.

### *Information about the "price" and nature of gambling products (especially gaming machines)*

Information is made available in all casinos about the potential social costs of gambling, in particular relating to gaming machines. In addition, information on the odds and return to the player on casino games including gaming machines is available and on display in all the casinos.

A pertinent example of the information provided is the awareness campaign in Victoria which spells out that 'In the end the machine always wins'. Examples such as this are available in every casino in every jurisdiction.

Another example of this commitment to provision of information is TABCORP's engagement of KPMG to provide an annual independent audit to ensure adequate provision of information relating to gambling products and compliance with legislation.

Further, in Western Australia Burswood Entertainment Complex has introduced Electronic Gaming Information Terminals that display information about the chances of winning on various casino games and also responsible gambling.

The Australian casinos are not alone in this approach. The Gaming Technology Association (GTA) has circulated information to gaming machine venues relating to the functionality of gaming machines explaining 'why players cannot expect to win over the long term'. The GTA also provide factsheets regarding gaming machines stating 'the chance of NO PRIZE on an individual line is around 9 in 10'.

### *Information about the Risks of Problem Gambling*

Responsible gambling information and awareness programs including players' guides exist across all 13 of Australia's casinos. This includes information for customers concerning the chances of winning and information regarding responsible gambling in gaming areas, at ATMs and in other areas of a casino.

In Western Australia the Responsible Service of Gambling (RSG) website was launched with detailed information and assistance dealing with problem gambling. The casino also operates under a Responsible Gambling Code of Practice which provides for the display of signage and brochures in major public traffic areas.

Problem gambling information has been delivered taking into account the multi-cultural nature of casino clientele. For example, TABCORP has problem gambling information in its

code of conduct in 9 different languages. Similarly, in South Australia the Responsible Gambling Code of Practice requires that information in relation to responsible gaming be made available in 6 different languages.

The world's first on-site responsible gaming support centre was initiated by an Australian casino. In 2002 Crown launched the Crown Responsible Gaming Support Centre, a world first initiative. A similar service was subsequently adopted in the Canadian province of Manitoba.

Many jurisdictions require warnings regarding the risks of problem gambling on gaming machines. Some jurisdictions have legislative measures while others do this on a voluntary basis.

In South Australia the Responsible Gambling Code of Practice requires that a warning message be displayed on the cabinet with a helpline sticker. It is also compulsory to have warnings on machines in NSW, while Queensland's appendix to the Gaming Machine National Standard requires player information displays to be accessible on the screen.

The Burswood Entertainment Complex displays help-line information on machines on a voluntary basis.

### *Controls on Advertising and Increased Awareness Campaigns*

Most state and territory governments have provisions restricting the promotion of gambling and all of the casinos have adopted self regulatory measures to complement these legislative measures.

Examples of legislative measures, are illustrated by the approach taken by NSW and Victoria, where Australia's two largest casinos are located. In NSW, It is condition of a casino licence that the casino operator must not publish any advertisement relating to gaming machines. In Victoria any gaming machine advertising outside the boundaries of the casino is prohibited.

In South Australia Sky City Adelaide has an advertising code of practice which was mandated by legislation<sup>1</sup>. A similar responsible marketing and advertising policy applies in Sky City's Darwin casino.

The measures to control advertising are not just directed at venues, but also apply to the manufacture of machines. For example it is noted under the NSW appendix to the Gaming Machine National Standard that the manufacturer must ensure that the equipment is designed such that the machine display is not used by a venue for unauthorised advertising or promotional purposes.

To complement legislative measures all casinos have self-regulatory measures in relation to advertising. Often these are contained within the overall responsible gambling code for a casino. For example, under the Responsible Gambling Code of Practice for Burswood Entertainment Complex there are comprehensive provisions under section 9.1 which relate to responsible advertising.

TABCORP's responsible gambling code of practice which applies at all of its casinos and has been adopted as an approved code by the VCGR. It is available in 9 different languages and has extensive provisions in relation to advertising<sup>2</sup>.

In addition to controls on advertising, since 1999 all State Governments have expanded exponentially awareness campaigns regarding the risks of problem gambling with advertising on prime time TV, print media, trains, buses and billboards. There have been a number of campaigns which have portrayed the message “in the end the machine will win”<sup>3</sup>. This has contributed to a growing awareness concerning the risks of Problem Gambling.

### *Availability of ATMs and Credit*

All casinos have ATMs placed in secure and safe areas, outside the licensed gaming footprint of the casino. In all jurisdictions the location of ATMs has met the requirement of approval by the relevant consent authority. ATM locations have been utilised in all casinos to further responsible gambling awareness messages and treatment programs.

In some jurisdictions, a limit is imposed upon the amount that may be withdrawn in a single transaction. Victoria, for example, has implemented legislation that provides that no ATM will be allowed within 50m of any entrance to the gaming floor of the casino unless it can limit the amount a customer can withdraw to a total of \$400 cash within a 24 hour period.

While some jurisdictions have express legislative measures, Western Australia’s code of ethics and gaming practice provides that ATMs must be located outside the casino gaming area. In July 2008 the Gaming and Wagering Commission implemented a policy regarding the positioning of ATMs within Burswood Entertainment Complex. ATMs must not be in the area to which the casino gaming licence refers to; or within 40m of any entrance to the gaming floor unless the ATM restricts a person to a cash withdrawal of \$400 daily on any debit or credit card.

In all states and territories extending credit is prohibited in casinos for non international VIP customers.

### *Lack Of Pre-Commitment Options Including Self Exclusion Arrangements*

All casinos have self- exclusion programs. In some states it is mandatory for casinos to have these programs in place, in others it is an initiative of the casino, or began as an initiative of a casino in the absence of legislative requirements.

Self-exclusion programs allow patrons to exclude, or ban themselves from entering the gaming area of a casino. Some casinos such as Burswood Entertainment Complex also have third party exclusion programs in place whereby family members or other third parties can apply to have a person excluded. Similarly, in Tasmania and South Australia third party exclusion are also possible. In Victoria exclusion schemes need to be approved by the regulator. Generally, exclusion review procedures are in place, information packs are available and importantly staff training is an integrated aspect of casinos’ self exclusion programs.

Many casinos have had self exclusion procedures and policies in place which both pre-date the 1999 PC report and in some cases, statutory requirements. For example, Star City’s self exclusion program has been in operation since the casino opened in September 1995. In contrast “self exclusion” was first mentioned in legislation/regulations after the PC 1999 report: the Registered Clubs Amendment (Responsible Gambling) Regulation 2000, the Casino Control Regulation of 2001 and Gaming Machine Act of 2001 were among the first such NSW statutory instruments to contain the term.

Pre-commitment is a term used to describe responsible gambling initiatives which allow players to set spending limits away from a gambling environment. Australian casinos have led the way in pre-commitment initiatives. Crown Melbourne was the first casino in the world to address and trial pre-commitment. Crown Melbourne's Play Safe was introduced in 2003 and the program allows members to set, in advance of play, individual time and spend limits relating to their gaming machine activity. There is a current legislative timetable for a Victoria wide use of pre-commitment technology, with first stage implementation by the end of 2013, and a more stringent regime by 2015-16.

SKYCITY Adelaide has also implemented a pre-commitment initiative with respect to self-excluded patrons. If a patron wishes to have their self-exclusion lifted, they will need to pre-commit to a spend and visitation limit, along with meeting other requirements which includes counselling.

Currently a number of states are considering pre-commitment initiatives. GamblingCompliance understands individual casinos are engaged on this issue with their respective state and territory governments.

New technologies have been said to be important in developing pre-commitment responsible gambling strategies further. However, the role existing technologies and practices can play in furthering pre-commitment choices by patrons should not be overlooked. Some jurisdictions and casinos have already implemented initiatives since the 1999 PC report, which are in themselves important facets in a pre-commitment and spending-limit mindset, by requiring players to make a choice as to their spending capacity. Some of these have included:

- Restricted limits on withdrawals from ATMs
- Paying certain winnings by cheques
- Systems have been trialled that allow customers to set monetary and time limits on their gambling
- Approved ticket in ticket out technology in NSW. The ticket in ticket out (TITO) systems in NSW can foster pre-commitment choices by requiring players to make a choice as to spend-limits on gaming before engaged in the gaming activity.

### *A Commitment to Responsible Gaming*

Australian casinos are required to conform to responsible gambling measures – either mandated by their respective regulatory authorities, voluntarily through state industry codes or company codes, or through property specific policies. Many casinos self report on their activities thus reducing the burden on regulators and law enforcement agencies and consequently providing greater confidence in their activities. This varies from jurisdiction to jurisdiction.

TABCORP casinos in NSW and Queensland follow the TABCORP Responsible Gambling Code of Practice. TABCORP's casinos in Queensland are also required to adhere to the Queensland Responsible Gambling Code. SKYCITY Adelaide adheres to both a mandated Responsible Gambling Code of Practice and an Advertising Code of Practice. Similarly in

Tasmania Wrest Point and Country Club Tasmania casinos follow a strict company developed Marketing Code of Ethics. In 2005 Burswood released its own Responsible Gambling Code of Practice. This year Crown will introduce its own “Responsible Gambling Code of Conduct”.

This commitment to responsible gambling measures has not been without recognition with Australia’s two largest casino operators commended for their measures. TABCORP has been rated by the Dow Jones Sustainability Index as the global leader in the promotion of responsible gambling. In 2008 the independent review and report by the Victorian Commission for Gambling Regulation to the Victorian Minister on the suitability of the Casino Operator to continue to hold the Melbourne Casino Licence, as required by the Casino Control Act 1991 (Vic), found that Crown Melbourne is recognised as a world leader in the promotion of responsible gambling.

Since 1999 additional specialist responsible gambling staff have been employed in a number of Australian casinos to deal specifically with any responsible gambling issues that may arise. Examples are as follows:

- Burswood has a Community Relations Manager who heads up a Responsible Service of Gambling Team which includes a qualified psychologist.
- Casino Canberra has employed Gambling Contact Officers who are available at all times during opening hours.
- Lasseters Hotel Casino has trained Gambling Liaison Officers.
- SKYCITY casinos in Darwin and Adelaide have Host Responsibility Managers.
- Reef Casino in Cairns has a Responsible Gambling Manager and Responsible Gambling Liaison Officers.
- Crown Entertainment Complex in Melbourne has established an onsite Responsible Gambling Support Centre. Crown’s centre also has a chaplaincy service on call.
- TABCORP casinos in NSW and Queensland employ Responsible Gambling Managers and Liaison Officers.

Responsible gambling measures taken by the casinos do not just relate to preventative measures. Indeed there is a strong emphasis on commitment to treatment of problem gambling. The casinos have forged strong partnerships with counselling services and organisations such as Lifeline, the Salvation Army, Amity, GABA, Relationships Australia, Anglicare, Break Even, Wesley Gambling Counselling Services and various gambling helpline providers. These counselling services are promoted throughout the respective casinos.

### *The Role Of Self Regulation Since 1999*

One of the findings of the PC’s 1999 report stated that with respect to responsible gambling policies:

*“self-regulatory approaches are unlikely to be as effective as explicit regulatory requirements. In most cases, regulation can be designed to enhance, rather than restrict consumer choice, by allowing better information and control”.*

The practical experience of the last ten years has illustrated how self regulation can complement regulatory requirements. In some instances regulatory requirements have taken longer to implement and come online than industry generated initiatives; and it has been these self-regulatory responses that have played a key role in bridging a 'regulatory lag' in responsible gambling policy and its further development.

For example, some self-exclusion initiatives were in place prior to self exclusion mandated by legislation. The recent announcement by the Victorian government of its pre-commitment initiative, once in effect, will be 10 years after Crown Melbourne's pre-commitment initiative began.

Australia's casinos differ in size and capacity. The over 200 initiatives which have been introduced since 1999 reflect this diversity in local conditions and illustrate that a one size fits all approach is not necessarily applicable with regard to the implementation of responsible gambling measures. Local conditions including self regulatory codes of conduct, staff training and responsible gambling initiatives in place, as well as the degree of regulatory oversight imposed by state and territory governments need to be considered when looking at what is appropriate for a casino and its community.

## VICTORIA - Crown Entertainment Complex

### Pre 1999

Prior to 1999, Crown already had in place various Responsible Gaming programs including:

#### *Responsible Service of Gaming Training (RSG Training)*

Crown developed and conducted Responsible Service of Gaming Training well in advance of any legislative requirements. Participation in RSG training included gaming and security staff.

#### *Crown Assistance Program*

The Crown Assistance Program (“CAP”) was established at the time of the opening of the temporary Casino in June 1994. The Program was replaced by the functions of the Crown Responsible Gaming Support Centre in March 2002.

CAP was a confidential, professional counselling service available to patrons who may have had problems associated with their gambling behaviour; the first session was free. The service was available 24 hours a day, 7 days a week. Brochures were on display at all entry points to the gaming floor.

#### *Self Exclusion Program*

The Crown Self Exclusion Program has operated since the opening of the Casino in June 1994. Self-exclusion is where a person makes a voluntary application to exclude themselves from entering the gaming floor. The period for exclusion is generally indefinite although applications may be made for revocation. Crown developed the procedures in regard to both self-exclusions and revocation.

### 2000 – 2001

#### *RSG Labels on Gambling Products and ATMs*

Initiatives in this area introduced by Crown included:

- RSG labels on Table Games lollypop signage displaying RSG messages and Gambler’s Help telephone number;
- RSG labels on gaming machines apprising customers of what assistance is available should gambling be a problem for them. Labels included the Crown Responsible Gaming Support Centre and Gambler’s Help contact phone numbers; and

- RSG labels on all ATMs apprising customers of what assistance is available should gambling be a problem for them. Labels included the Crown Responsible Gaming Support Centre and Gambler's Help contact phone numbers.

### *Advertising Regulations*

Crown has complied with all advertising requirements since their introduction in April 2001. Initial regulations required print and broadcast advertisements to carry the following messages on a rotational basis:

- "Excessive gambling may cause financial problems for some people",
- "Excessive gambling may cause personal problems for some people",
- "Excessive gambling may cause family problems for some people", and
- "Gambling can become addictive for some people".

***This requirement was superseded on 1 July 2004 when relevant provisions of the Gambling Regulation Act 2003 ("GRA") came into force (see Player Information section).***

The Gaming Machine Control (Advertising) Regulations 2001 were introduced (revoked in 2004 and replaced with the Gaming Machine Advertising provisions of the GRA) prohibiting any advertising that:

- Offers some types of inducements to commence playing a gaming machine;
- Depicts minors playing, or encourages minors to play, gaming machines; and
- Contains information that is factually incorrect; misleading or deceptive; or conveys a false impression of playing gaming machines.

### *Clocks Regulations*

Effective 30 June 2001 all gaming machines were required to display the time of day so that players could be aware of the time of day and the passage of time.

Some time before this requirement Crown had introduced clocks at strategic locations throughout the gaming floor, for example, at all cashier facilities.

### *National Standards for Electronic Gaming Machines*

The Victorian Casino and Gaming Authority ("VCGA", "Authority") successfully implemented two responsible gaming initiatives, which were incorporated into the National Standards for Gaming Machines document. These were:

- The requirement for new games to display credit balance in both a dollar amount and credit amount.
- The reduction in the number of spins required for a game on a gaming machine to achieve its return to player

## 2001-2002

### *Crown Responsible Gaming Support Centre*

On 13 March 2002 Crown formally launched the Crown Responsible Gaming Support Centre ("Centre", "RGSC"), a world first initiative. The Centre is staffed by Responsible Gaming Liaison Officers who are available 24 hours a day, 7 days a week, a Chaplain and two registered psychologists. Centre staff facilitate self exclusions and provide referrals to Government funded problem gambling support and/or other welfare services as required. Informational brochures relating to the Centre are available at the Centre, at all entry points to the gaming floor and at locations throughout the gaming floor.

### *Self – Exclusion Kit*

Self - Exclusions have been available to patrons since Crown's inception. The Casino Control Act 1991 included a provision that a person may make application to be self-excluded.

In addition to the above stated legislative requirements and in conjunction with the launch of the RGSC, Crown reviewed and updated the Self-Exclusion kit that is made available to all patrons who self exclude. To this end, Crown has implemented a process specifically for effecting a self exclusion which includes the person being provided with a Self – Exclusion Kit ("Kit"). Each Kit contains printed material (some of which is available in Languages other than English) in regards to the various support services that are available to patrons both within, and external to, the Crown complex.

### *Self – Exclusion Revocation Committee*

As a general rule Self – Exclusions are issued for an indefinite period. In May 2002, Crown established the Self - Exclusion Revocation Committee which is responsible for reviewing and approving or otherwise applications for revocations of self – exclusions. Applicants for revocations must demonstrate and provide supporting information that they have addressed their problem gambling behaviour with a health care provider or equivalent.

### *Lighting Regulations*

Lighting regulations were introduced on 2 January 2002 requiring lighting levels at gaming machines to be set at a prescribed lux level. This prescribed lux level was introduced to foster an environment that allowed patrons to maintain alert functionality. It included the requirement that windows on the gaming floor were not to be removed or obscured.

## 2002-2003

The Authority at the time completed the Third Triennial Review of the Melbourne Casino Operator Licence. Findings reported to the Minister for Gaming June 2003 noted "Crown's participation in Responsible Gambling working parties and the initiatives it has introduced to its operations are an indication of its commitment to responsible gambling policies."

### *Printed Player Information*

From 1 December 2002, the Casino was required to display the following printed player information, each containing information determined by the Minister for Gaming:

- Posters - One poster for every 15 gaming machines displayed in a manner so as to be clearly visible to gaming machine players sitting or standing in front of a gaming machine
- Talkers - One talker affixed to each gaming machine so as to be clearly visible from the front of the gaming machine
- Brochures - Brochures must be available at each cashier area and the total number of brochures available must be at least equal to the total number of gaming machines at Crown.

### *New Electronic Gaming Machine Design Requirements:*

'Restricted' gaming machines: All new gaming machines and games approved on and from 1 January 2003 by the VCGA were required to include design restrictions which:

- ban note acceptors on machines from accepting \$100 notes
- ensure spin rates do not exceed 2.14 seconds
- ban autoplay facilities; and
- set a maximum bet limit of \$10.

'Restricted' gaming machines were also required to have any winnings or accumulated credits exceeding \$2,000 paid only by cheque.

Games approved by the Authority prior to 1 January 2003 had to comply with the above provisions by 1 January 2008.

Gaming machines located in an area of the Casino specified by the Authority - "Specified Areas" – are exempt from these restrictions, subject to the conditions for unrestricted gaming machines.

### *'Unrestricted' Gaming Machines*

Gaming machines can operate without restrictions provided that:

- The patron has a valid Loyalty Program Card with pre-commitment limits enabled on the card including a Daily Spend and Daily Duration limit; and
- The machines are in a Specified Area.

### *Player Information*

From 1 January 2003, the following electronic gaming machine requirements became effective:

Each gaming machine must display, at the election of a player, the following electronic game information for each game:

- the return to players of that game;
- the average number of individual games played per any win, based on one line being played per game; and
- the chances or odds of achieving the top 5 and bottom 5 (in value) individual winning combinations, and the maximum and minimum bet options available.

Additionally, each gaming machine must display, at the election of a player, the following electronic player information in relation to each game (note that all amounts must be expressed in dollars and cents):

- the amount the player has put into the gaming machine during a session;
- the amount wagered by the player on the gaming machine during a session;
- the session win or loss;
- the amount collected from the gaming machine by the player during a session;
- credits available;
- the time the player began the session;
- the current time of day; and
- the length of the session.

All gaming machines that form part of a linked jackpot arrangement must be able to generate and display jackpot information including but not limited to a statement that the machine is part of a linked jackpot arrangement, the total return to the player of the game and the return to the player of the game contributed by the linked jackpot arrangement.

The requirement for generating and displaying electronic game and player information applies for any game approved by the Authority after 1 January 2003 and for any other approved game on and after 1 January 2008.

### *Use of ATMs and EFTPOS Facilities*

New measures for the use of Automatic Teller Machines (ATMs) and EFTPOS facilities came into operation on 1 January 2003. At the Casino, within 50 metres of any entrance, a \$200 limit per transaction per card and an inability to access cash advances from credit accounts was introduced.

The new requirements (post January 2010) state that all ATMs within the 50 metre rule (of any entry point to the casino) must be restricted to \$400 daily (24 hour period) withdrawal limits. Subject to any further legislative changes, if the banks do not roll out

technology to support the new restrictions of withdrawal limits, all ATMs within 50 metres of the entry point will need to be removed.

### *Payment of Winnings and Accumulated Credits above \$2,000*

From 1 January 2003, requirements that winnings on gaming machines above \$2,000 must be paid by cheque were introduced. The casino operator gained an exemption from this provision for gaming machines located in a specified area. Other provisions introduced at this time include a requirement that all winnings must be paid by cheque if requested by a patron and that a winnings cheque cannot be exchanged for cash or gaming tokens at the Casino.

### *Player Activity Statements*

Player Activity Statements (PAS) were introduced at Crown on 1 March 2003.

The PAS provides gaming machine players with a summary of their gaming machine activity and must be made available to gaming machine players at least once per annum.

A PAS can be viewed on a Voucher Issuance Kiosk (VIK), can be collected from any Crown Club or a member can elect to have it mailed to them.

Failure to view/collect a PAS statement in any 12-month period results in the suspension of membership.

### *Pre-commitment*

Crown's pre-commitment program (Play Safe) was introduced on 1 June 2003.

The program allows members to set, in advance of play, individual time and spend limits relating to their gaming machine activity.

The Play Safe Program is conducted through Crown's Loyalty Scheme (Crown Club) whereby members who play gaming machines can set the following limits:

- A daily limit on time spent playing gaming machines.
- A daily limit on spend when playing gaming machines.
- An annual limit on spend when playing gaming machines (this can only be set if a daily spend limit has been set).

Members make their own decision based on their own circumstances when setting limits. Crown does not advise members on the level of their time and spend limits.

If any set Play Safe limit is exceeded, an audible warning sounds and a message appears on the Point Display of the gaming machine indicating that a limit has been exceeded. Once this occurs for daily limits, Crown Club Pokie points can no longer be accrued until 6am the following day.

A member can request a change to or removal of any or all limits at any time. To change or remove any limits, the member must visit any Crown Club or the Crown Responsible Gaming Support Centre. Decreases or removal of any limit/s will take effect immediately. Increases to any limit/s will not apply until 24 hours after the member has made the change/s. If any limit is increased, the member is required to confirm this increase at any Crown Club or a terminal. Failure to confirm the increase within the member's next 3 visits to Crown will result in the previous limit being reinstated.

The availability of Play Safe is advertised in the regular Crown Club Newsletter publication and Play Safe brochures are on display at Crown Clubs, the centre and at entry points to the gaming floor.

### *Loyalty Scheme Provisions*

Crown's loyalty scheme is prohibited from allowing a person to participate in the loyalty scheme unless the person is provided with a written statement of prescribed information and the opportunity to set time and spend limits; is prohibited from allowing the participant to continue to play games under the scheme after his or her time and spend limits are met and is prohibited from knowingly allowing an excluded or self excluded person from participating in a scheme at a casino.

Crown must provide player activity statements to participants within 7 days of request, otherwise at least once a year.

Loyalty scheme participants suspended from the program (including excluded and self excluded patrons) do not receive advertising material.

### *Gaming Machine Advertising*

Crown continues to comply with relevant provisions of the GRA that require Crown not to publish or cause to be published any gaming machine advertisement outside the boundaries of the Casino other than to participants of the Loyalty Scheme who have elected to receive information or any other person who requests gaming machine advertising.

### *Ministerial Directions*

The following Ministerial Directions were made:

- that the total number of gaming machines, in all areas specified by notice under section 62AB(4), 62AC(2) or 81AAB(2) of the Casino Control Act 1991 must not exceed 1,000; and
- that, under section 12(1)(g) (of the Gaming Machine Control Act 1991), the condition that the Authority must specify in a notice under section 12(1)(f) is that a gaming machine located in an area specified by a notice under section 12(1)(f) may only operate in a mode where spin rate, bet limit, autoplay and note acceptors are unrestricted if that gaming machine may only be played in that mode by means of a card,

Personal Identification Number (PIN) or similar technology which requires the player to nominate limits on time and net loss before play can commence.

## 2003 – 2004

### *Responsible Gambling Ministerial Advisory Council and Working Parties*

Established in late 2004, the Responsible Gambling Ministerial Advisory Council (“RGMAC”) advises the Victorian Government, through the Minister for Gaming, on issues relating to responsible gambling and minimising the negative impacts of gambling on Victorians.

The RGMAC, consisting of representatives drawn mainly from industry and community groups, has established a number of working groups to progress work on particular objectives and initiatives.

Crown (as operator and licence holder of the casino) and its parent Crown Limited each have one representative on RGMAC and each participates in working groups.

## 2004 – 2005

### *Responsible Gambling Training for Licensed Special Employees*

The Gambling Regulation Act 2003 required licensed employees working in gaming venues to complete an approved training course within the first six months after commencing employment and an approved refresher course at least once every three years following completion of the approved training course.

On-line training was introduced at Crown on 20 October 2003; however Crown commenced internal RSG training for gaming employees in July 1997, well in advance of any legal requirements.

Crown provides advanced Responsible Service of Gaming training, conducted in the Responsible Gaming Support Centre, to various gaming staff.

### *Gaming Machine related signs*

Restrictions on the display of gaming machine related signs (external to gaming floor) were introduced 1 July 2005 to be compliant by 1 July 2006.

The term “gaming machine related sign” is defined in section 3.5.35(5) of the GRA to mean:

“any sign (whether consisting of words, symbols, pictures or any other thing) –

(a) that draws attention to, or can reasonably be taken to draw attention to, the availability of gaming machines for gaming; or

(b) that uses a term or expression frequently associated with gaming machines –

but does not include any sign that is excluded from the operation of this section by the regulations.”

### *Responsible Gambling Awareness Week*

The 2005 Responsible Gambling Awareness Week, a state-wide initiative involving government, industry and community groups to raise awareness of responsible gambling and responsible gambling practices, was actively supported by Crown in May 2005. This is an annual event that Crown has actively supported each and every year including, most recently, in 2008.

### *Gaming Machine Advertising*

Effective from 1 January 2005, no advertising, whether written or verbal, could be communicated to customers outside the gaming floor unless the customer specifically requests the information.

## **2005 – 2006**

### *Gaming Machine related signs*

Restrictions on the display of gaming machine related signs (external to gaming floor) compliant by 1 July 2006.

### *Verbal encouragement of breaks*

Crown has offered a complimentary beverage service to gaming machine players since the Casino opened. Beverage trolleys commenced operation in January 1999 and from 1 March 2006 at Crown’s initiative, gaming machine customers have been verbally encouraged to take a “refreshment break” by Beverage Program Assistants, thereby providing breaks in play.

## **2006 – 2007**

### *Chaplaincy Support via the Crown Responsible Gaming Support Centre*

As another world first, Crown introduced the Chaplaincy Support Service in April 2007 which provides support to those people who from time to time may feel they would be helped by some form of spiritual support. Chaplaincy support is available through the Responsible Gaming Support Centre and is another responsible gaming initiative Crown has made available to patrons who may experience difficulties with their gambling behaviours. This initiative attracted media attention and enquiries from other properties seeking to introduce a similar service.

### *Responsible Gaming logo*

Crown Melbourne introduced the Responsible Gaming logo on gaming related collateral.

## **2007 – 2008**

### *New Electronic Gaming Machine Design Requirements*

On 1 January 2008 all gaming machines were compliant with Legislation which came into operation from 1 January 2003 which required that all new gaming machines and games approved by the Victorian Casino and Gaming Authority after that date must include design restrictions which:

- ban note acceptors on machines from accepting \$100 notes;
- ensure spin rates do not exceed 2.14 seconds;
- ban autoplay facilities; and
- set a maximum bet limit of \$10.

These conditions apply except in special circumstances as prescribed in a Ministerial Direction

### *Gambling Resumption Information Program*

The Gambling Resumption Information Program (“GRIP”) was developed and introduced by Crown in May 2007. Patrons who have applied and been successful in revoking their Self – Exclusion from Crown are invited to attend the Responsible Gaming Support Centre for a general discussion in relation to their resumption of gambling at the Casino. The discussion includes mention of the various programs that are and remain available at Crown and through Government Support Services that can assist the customer in their strategies when resuming gambling at the Casino.

### *Responsible Service of Alcohol/Responsible Service of Gaming*

From December 1, 2008, new legislation became effective which prevents any person in a state of intoxication from gambling anywhere within the Casino. This is in addition to existing laws which prevent any person in a state of intoxication from being served further alcoholic beverages. Crown treats the Responsible Serving of Alcohol and Gaming very seriously and will actively comply with these legal requirements.

## **Foreshadowed for 2009**

### *Introduction of a Responsible Gambling Code of Conduct*

In June 2009, Crown will introduce its “Responsible Gambling Code of Conduct”. The Code of Conduct will demonstrate Crown’s commitment to the delivery of gaming in a responsible manner, its objective will be to ensure that it remains a world leader in responsible gambling practices and complies with the requirement of the Casino Control Act (Vic) 1991 to have such a code which will be enforced by the Casino’s Regulator.

### *Responsible Gambling Awareness Week*

In May 2009, Crown will once again participate in Responsible Gambling Awareness Week activities, a state-wide initiative involving government, industry and community groups to raise awareness of responsible gambling and responsible gambling practices.

## NEW SOUTH WALES - Star City Casino, Sydney

### Pre 1999

Prior to 1999 Star City (formerly known as Sydney Harbour Casino) had in place a number of responsible gambling initiatives including:

#### *Specialised Staff*

A full time Responsible Gambling Manager position was created to oversee policy and implementation of Responsible Gambling strategy.

#### *Counselling Services*

- In 1995 an external problem gambling expert was engaged to provide counselling for customers;
- In 1995 an external problem gambling service was engaged to provide 24 / 7 crisis intervention for customers;
- In 1998 Wesley Gambling Counselling Services (WGCS) was engaged to provide counselling for customers, crisis intervention and develop and deliver Responsible Gambling specific training.
- The Star City Helpline, providing 24 hour telephone and gambling counselling information, operated from 1995 to 1999 when the G-line (NSW) service was established.

#### *Staff Training*

Star City developed, in conjunction the Wesley Gambling Counselling Service, a customised Responsible Gambling classroom- based training which was delivered to staff. All staff participated in this training as part of the casino induction program. The RG course contained the following modules:

- Star City's commitment to Responsible Gambling;
- Gambling in NSW;
- Laws for Responsible Gambling;
- Problem Gambling;
- Applying Responsible Gambling; and
- Benefits of Responsible Gambling.

#### *Multilingual resources*

Information was provided in 13 community languages (brochures) for customers re the gambling help services available, and the self exclusion program throughout the casino gaming areas.

### *Self exclusion program*

The Star City Self exclusion program has operated since the casino opened in September 1995. The program provides customers the option of self excluding from the gambling areas within the casino if they feel they are experiencing difficulties with their gambling. All self exclusions are issued for a minimum period of twelve months, and will not be considered for revocation within the initial twelve month period. In addition, all revocation requests for self exclusions must be accompanied by a gambling assessment conducted by a qualified gambling counsellor and a letter of support for the revocation from a family member.

### *Exclusion Review Committee*

Star City established an Exclusion Review Committee which is responsible for reviewing all requests for revocation of exclusion orders, including self exclusion and non voluntary exclusions. All persons seeking revocation of self exclusion orders are required to submit a gambling assessment and a letter of support for the revocation from a family member. The committee meets on a monthly basis and has representation from Security, Surveillance, Table Games, Electronic Gaming, and is chaired by the Responsible Gambling Manager.

### *Responsible Gambling Signage / collateral*

Star City displayed throughout the gaming areas responsible gambling signage providing customers with the G-line (NSW) telephone counselling and referral service contact details. This signage was displayed at table games, electronic gaming machines, ATM's, and on light boxes throughout the casino complex.

## **2000 – 2001**

### *Staff training*

The development of a customised Responsible Gambling (RG) on-line and classroom based training program in conjunction with Wesley Gambling Counselling Service and Accenture.

### *Responsible Gambling Code*

In October 2001, Star City's parent company, Tabcorp developed its own Responsible Gambling Code of Practice following extensive consultation with industry, community, government and regulatory stakeholders. The Code committed Tabcorp to providing information to customers about responsible gambling, providing information about our products including the chances of winning, providing information about problem gambling support services, staff training in responsible gambling, and stakeholder engagement.

### *Development of Self exclusion information pack*

Star City developed an information pack which is provided to all customers who self exclude. The information pack provides each customer with contact details for gambling counselling services located throughout the Sydney metropolitan area, and the contact details for other support services including financial and legal gambling specialists.

### **2002 – 2003**

#### *Staff training*

The roll out and delivery of the customised Responsible Gambling online training and classroom component to all staff involved with customers.

### **2003 – 2004**

#### *Staff training & Specialised Staff*

The development and delivery of Responsible Gambling refresher training. The purpose of this training is to provide staff with updated information regarding responsible gambling, including any legislative changes that have occurred since their last training. Staff are required to complete the Responsible Gambling refresher training every two years.

### *Independent Compliance Reviews & Measurement*

Since 2003 Tabcorp Casinos have engaged KPMG to conduct an annual independent review of compliance with the Tabcorp Responsible Gambling Code across the company's relevant operations including those at Star City. The findings of the initial review formed the development of a revised Responsible Gambling Code of Practice, which was launched in January 2006. The revised Code was more comprehensive and had a greater emphasis on commitment to customer care rather than compliance, committing the organisation to:

- Providing information regarding gambling products to enable a customer to make an informed choice about their gambling activity;
- Complying with all relevant laws and regulations;
- Training employees in responsible gambling;
- Encouraging customers not to chase losses, continue to play longer than they wanted or play for excessive periods of time;
- Assessing new products for their likely impact on the potential for customers to develop gambling problems;
- Engaging with government and community stakeholders, including problem gambling support services regarding responsible gambling and problem gambling issues; and

- Advertising and promoting our products, in line with the standards set out in the Advertiser Code of Ethics as adopted by the Australian Association of National Advertisers
- Star City has adopted a responsible gambling compliance framework which is in accordance with Australian Standard AS3806.
- Star City engages independent experts to conduct regular measurement of the effectiveness of responsible gambling training and the related awareness/understanding from employees of responsible gambling policies and practices.

## 2004 – 2005

### *Awards*

Tabcorp is committed to ensuring its products are enjoyed by its customers and delivered responsibly. In recognition of its efforts, Tabcorp has been recognised as global leader in the promotion of responsible gambling by the Dow Jones Sustainability Index in both 2004 and 2005.

### *Awareness*

The first Star City Responsible Gambling Awareness Week for staff was held. The purpose of the week was to provide staff with additional information about responsible gambling initiatives available at the casino. More than 1500 staff participated in this activity.

### *Evaluation and review*

- In late 2004 Tabcorp engaged international consulting services firm KPMG to assist with a review and redevelopment of the existing Tabcorp Responsible Gambling Code.
- Star City engaged KPMG to conduct a review of the effectiveness of Responsible Gambling training. The recommendations resulting from the review were implemented to enhance the delivery of training.
- Review and relaunch of Tabcorp Responsible Gambling Code. The Code was written in plain English for staff and customers, and was available in 13 community languages.
- The content of the Responsible Gambling training was revised to ensure the currency of the information provided to staff.
- Development of Responsible Gambling manual – this manual provides a step-by-step guide for compliance with revised Responsible Gambling Code.

### *Training*

- Star City recognised the need for additional training in responsible gambling. As a result the casino developed, in conjunction with Wesley Gambling Counselling Service, a specialised training program to be delivered to senior staff in key operational areas. The training program is known as RGLM training (Responsible Gambling Liaison Managers).

- The initial intake resulted in 20 senior operational staff, representing Table Games, Electronic Gaming, VIP Services and Security participating in the 2 day RGLM training course. The content of the course included modules in advanced communication skills, conflict resolution, suicide prevention and awareness and problem gambling.

### *Information for Patrons*

Star City provides a range of written and where appropriate electronic information to help inform customers and the wider community of the nature of its products, including information on the operation of games and the likely chances of winning/losing.

## **2005 – 2006**

### *Training and awareness*

- 2nd annual Responsible Gambling Awareness week.
- RGLM training delivered to an additional 18 senior operational staff.

### *Research*

During 2005 Tabcorp has worked closely with the Australian Gaming Council in order to better understand the principles behind informed choice as it relates to gambling. This work has culminated in the development of a paper aimed at clarifying the issue of personal responsibility and the role of industry in providing relevant and full information necessary for informed decision-making. The paper, titled “Informed Choice and Gambling: Principles for Consumer Protection” has been researched and authored by three leading expert academic researchers from Australia, the United States of America and Canada.

### *Funding and Partnerships with Counselling Providers*

- Tabcorp funding of a fulltime counsellor at Odyssey House, in the City of Sydney (New South Wales) to provide a residential treatment program for problem gamblers.
- Star City engaged Wesley Gambling Counselling Services to provide crisis counselling to patrons and assistance with operation of the casinos’ exclusion program.

### *Updated Responsible Gambling Code*

As a result of an extensive review conducted by KPMG, Star City launched an improved Code in January 2006. The Code is available in seven key languages other than English.

## **2006 – 2007**

### *Training and awareness*

- 3rd annual Responsible Gambling Awareness week.
- RGLM training and refresher training conducted.

- Star City supports problem gambling counselling services by displaying material about their services in its casinos, outlets and venues, and through regular liaison with representatives of the support service providers.

### *Security Staff specialist training*

A customised training course was developed and delivered by Wesley Gambling Counselling Service to Security Managers and Supervisors to provide additional information about the self exclusion process, and to provide these staff with additional skills to assist customers during the self exclusion.

## **2007 -2008**

### *Training and awareness*

- 4th Responsible Gambling Awareness week.
- The development and production of Responsible Gambling training video which is part of the online and classroom based RG training and refresher programs.
- RGLM training conducted - to date 62 senior operational staff completed RGLM training.
- Engagement of Betcare to provide Responsible Gambling services, including crisis intervention, Responsible Gambling training, gambling assessments and counselling for patrons and their families.

### *Dow Jones Sustainability Index*

According to the respected Dow Jones Sustainability Index (DJSI) for 2008/09, Tabcorp Holdings Limited was again recognised as the global leader in the gambling industry and a world leader in Responsible Gambling. The company achieved an overall score of 77 per cent in the DJSI, up five per cent on last year, to be the best in the world gambling sector for the second year in a row. Tabcorp was also recognised as a world leader in Responsible Gambling, gaining a 100 per cent score for the promotion of Responsible Gambling.

## **Foreshadowed Initiatives - 2009**

- Refresher training program for RGLM's.
- Continuing of training program for new RGLM's.
- The Office of Liquor, Gaming & Racing (OLGR) and Star City will launch an RG Awareness week activity in May 2009. A "break out" room will be trialled near the hotel entry where patrons can go for a cup of coffee and advice on gambling, whilst they take a break from the gaming floor. The launch will showcase Star City as a leader in the field of responsible gambling.
- Development and adoption of Star City Responsible Gambling Code of Practice, as Tabcorp Responsible Gambling Code will cease to exist.

## WESTERN AUSTRALIA - Burswood Entertainment Complex, Perth

### 1999 – 2004

Prior to the adoption of Burswood Casino's current Responsible Gambling Code of Practice (and the practices contained therein), which represents the outcome of an exhaustive review and adoption of Industry best practice, Burswood operated in accordance with a Code of Ethics and Gaming Practice.

#### *Code of Ethics and Gambling Practice*

This Code of Ethics and Gaming Practice encouraged responsible gaming practices and promoted responsible gambling behaviour, and reflected the following practices (this list is not exhaustive):

- The operation of a self exclusion program administered by the Security department;
- The display of signage and brochures in major public traffic areas – this included information on accredited counselling services, multi-lingual information and access to a toll free 24-hour telephone counselling hotline, G-Line;
- Free access to player information on rules etc for patrons;
- Participation on, and provision of funding to, an industry representative body known as the Gambling Support Services Advisory Committee which in turn supported free consultation and counselling services via BreakEven WA and G-Line;
- The location of ATMs outside the licensed Casino gaming area;
- Limiting EFTPOS facilities to withdrawals from savings and cheque accounts only;
- Prohibiting employees from gaming; and
- Compliance with the Media Council's Advertising Code of Ethics.

### 2004

#### *Review and evaluation*

- Review of the organisation's Code of Ethics and Gaming Practice was undertaken, with the objective of updating and implementing a revised and improved Responsible Gambling Code of Practice.
- A review by BetSafe and its principal Paul Symond formed the basis of a new Responsible Gambling Code of Practice. The outcome of the review can be summarised by the following finding:

“Burswood has a long history of responsible conduct in relation to the provision of gambling products.”

## 2005

### *Code of Practice and Training Manual*

- Responsible Gambling Code of Practice and accompanying Operations Manual was developed which sets out the detailed Policies and Procedures underpinning the commitments in the Code, was adopted.
- A Responsible Gambling Management Committee was established to oversee Burswood’s Responsible Service of Gambling Program. The Committee comprises the Chief Executive Officer and other key executives, and key operational managers.

## 2006

### *Trained Staff*

- The Responsible Service of Gambling Code of Practice was published. The Code is distributed to all staff as part of their orientation. The Responsible Service of Gambling Code of Practice was published. The Code is distributed to all staff as part of their orientation.
- The Responsible Service of Gambling Online Training Centre was opened. This is a 24/7 training centre in which staff complete the mandated RSG online training course. The course covers, among other things (This list of topics is not exhaustive):
  - An explanation of Problem Gambling
  - Burswood’s Commitment to RSG
  - Staff Responsibilities with respect to RSG
  - The Gambling Industry and reasons why people gamble
  - Legislative and Regulatory Framework
  - VIP Gaming
  - Minors and Unattended Children
  - Unacceptable Behaviour
  - Removal of Customers from the Casino
  - Liaison with Law Enforcement Agencies
  - Customer Feedback
  - Responsible Service of Alcohol

### *The Gambling Code of Practice*

- The Code covers:

Mission Statement

Responsible Gambling

Problem Gambling

Provision of Information

- Burswood's Mission Statement
- Customer Information
- Gaming Information
- Problem Gambling Counselling Services
- Responsible Gambling Information

Interaction with Customers and Community

- Customer Service Staff
- Customer Complaints
- Problem Gambling Support Counselling
- Persons Under 18 Years
- Staff Training and Skills Development
- Staff Gambling Prohibition
- Privacy

Exclusion

- Self-Exclusion
- Involuntary Exclusion
- Counselling for Exclusion Customers
- Removal from Mailing Lists
- Re-entry following Self-Exclusion or Involuntary Exclusion

#### Physical Environment

- Breaks in Play
- Responsible Service of Alcohol
- Clocks
- Lighting

#### Financial Transactions

- ATMs
- EFTPOS
- Credit
- Cheque Cashing Restrictions
- Cooling-Off
- Staff Interaction with Customers
- TAB Agency

#### Advertising and Promotions

- Advertising and Promotions Code of Practice
- Promotion of Responsible Gambling
- Complimentaries Policy

#### Cultural and Geographic Diversity

- Sensitivity
- Information in Community Languages
- Other Community Groups

#### Accountability and Review

- Responsible Gambling Management Committee
- Internal Compliance Audits

#### Research

- Terms Used in the Code of Practice
- The Gaming & Wagering Commission of Western Australia has endorsed the Code.
  - It should be noted there are no legislative or regulatory requirements for Burswood to adopt a Code of Practice or implement Responsible Service of Gambling measures. However, Burswood views the Responsible Service of Gambling as an integral part of the way it conducts its business, and has an extensive Responsible Service of Gambling (RSG) framework to promote RSG, and educate staff and patrons on RSG. Burswood also has a range of RSG programs in place to identify and respond to problem gambling behaviours.

#### *Information Terminals*

Electronic Gaming Information Terminals (GITs) were introduced into the Casino to provide information about rules and chances of winning at the various casino games. The content of the GITs is approved by the Gaming & Wagering Commission of Western Australia. Essentially, the GITs cover (This list of topics is not exhaustive):

- o *Casino Information*
  - Game Play Rules
  - CCTV Coverage
  - Age and other Entry Requirements
  - Resolution of Complaints
- o *Electronic Gaming & Keno*
- o *Table Games*
- o *Responsible Gambling*
  - Code of Practice
  - Signs of Problem Gambling
  - Knowing the Odds of Winning

- Self-Exclusion
- Information for Family and Friends
- o *Self-Exclusion Programme*
- o *Responsible Service of Alcohol*
- o *VIP Gaming*
- o *Club Burswood*
- o *Government Inspectors*

### *Self-help Guide*

A new Gambling Help WA Book titled, “Moving Beyond Gambling – A Self-Help Guide” was launched – this book is included in the material provided to patrons who self-exclude from the Casino.

### *Community Relations Manager*

The Community Relations Manager (CRM), who heads the Responsible Service of Gambling team, was appointed. The CRM reports to the Responsible Gambling Management Committee and has a social services background.

### *Three Year Strategic Plan*

A three year strategic plan for the Responsible Service of Gambling was adopted – this plan formed the basis for the evaluation and implementation of new initiatives over the next 3 years.

### *Awareness*

A new RSG logo was adopted for inclusion on all RSG material, and all gaming related advertising and promotion or collateral.

### *Security Staff*

Expressions of Interest were sought from Security Officers to conduct self-exclusion interviews. Security Officers play an important role in self-exclusion and it was determined that it is desirable to identify those officers with the requisite skills and motivation to participate in this process, which recognises the sensitive nature of the task.

### *Training - Indicator Awareness Program*

A face-to-face training program on the observation and reporting of patron behaviours indicative of problem gambling was adopted – this Problem Gambling Indicator Awareness program is delivered to staff involved in gaming and gaming related services.

### *Third Party Exclusion Program*

A program to assess applications from Third Parties who are concerned about a family member's or other person's gambling behaviour was adopted. A robust process is in place and a person may be involuntarily excluded from the Casino if significant concerns are substantiated.

### *Self Exclusion*

- Initiatives to improve the identification of patrons who frequent the Casino in breach of their Self-Exclusion Agreement were adopted.
- A review of the Self Exclusion Agreement and process of revoking an Agreement was undertaken – a Self Exclusion Agreement has a minimum term of 12 months, and does not expire automatically but requires patrons who are a party to a Self Exclusion Agreement to undergo counselling before Burswood will consider a revocation of the Agreement. Burswood requires evidence of meaningful counselling, and interviews a patron before determining whether or not to grant a revocation. A follow up process is conducted at 6 and 12 weeks after revocation.
- Burswood Casino also provides referral request application forms to patrons seeking assistance.

## **2007**

### *Awareness*

A new suite of RSG posters was adopted to raise the awareness of the Responsible Service of Gambling and the organisation's RSG programs. Help details are displayed at machine bank ends, on toilet doors, on all machines, on wallet cards and on all ATMs.

### *Specialised Staff*

The Responsible Gambling Advisor (RGA) was appointed to join the RSG team. The RGA is a qualified psychologist.

## **2008**

### *Website*

A new comprehensive RSG website was launched: [www.gamblersresponsibly.com.au](http://www.gamblersresponsibly.com.au)

The site was designed to provide members of the community with detailed information and assistance in dealing with problem gambling. Some topics covered include:

- What is responsible gambling
- What is problem gambling
- Warning signs of problem gambling

- Strategies to control your gambling
- Information for family and friends
- What to expect from counselling
- Options for accessing help
- Self Exclusion

The site includes an interactive self assessment questionnaire as well as an option to download information about our programs and Code of Practice.

### *Online Training Program*

A review of the Online Learning training program was completed. The new program is interactive and provides more guidance to staff about noticing and reporting patron behaviours that may be indicative of a problem. The new program is expected to be launched in early 2009.

### *RSG Information and Resource Centre*

A Responsible Gambling Information Centre was opened in January 2009. The Centre is dedicated to raising awareness of problem gambling and providing gambling related assistance, referral information and advice. The Centre is prominently located at a main entry to the Casino and patrons are not required to make an appointment if they wish to speak to someone about gambling related issues.

### *Responsible Gambling Awareness Week*

Responsible Gambling Awareness Week presents an opportunity for Burswood to raise awareness of responsible gambling and for a number of years Burswood has operated a free coffee service to patrons for several hours each day during the week. This service is staffed by the RSG team and senior managers. Counsellors from Gambling Help WA also attend each coffee session and speak directly to patrons.

An annual forum has also been conducted for a number of years. Management and frontline staff attend this annual forum where information is shared and collaboration undertaken between Gambling Help WA and Burswood.

### *ATM Locations*

The ATM Police recently formulated and approved by the Gaming & Wagering Commission of WA stipulates that ATMs must be 40 metres from the entrance to the gaming floor or there must be a restriction of \$400 daily cash withdrawals.

## AUSTRALIAN CAPITAL TERRITORY - Casino Canberra

### Pre 1999

Prior to 1999 the Legislative and Regulatory Initiatives were as follows:

#### *Exclusion programs*

- Casino Canberra provides access to a self-exclusion program, allowing people to 'ban' themselves from the gaming floor if they wish.
- Casino Canberra also has a policy whereby staff must exclude patrons who "appear not to understand the implications of gambling".

#### *Internal Environment*

- ATM's must be located outside the casino's licensed gaming floor.
- No credit facilities are available on the gaming floor.
- Casino Canberra has no electronic gaming machines.

Casino Canberra introduced:

#### *Specialised staff & Involvement*

- Specialised staff (Gambling Contact Officers) are trained to conduct close observation and monitoring for problem gambling in the casino. Training is a PowerPoint/workbook presentation which has been approved by the regulators.
- Casino Canberra also participates in the industry voluntary code of practice.
- Responsible gambling information is provided to staff on induction.

#### *Awareness*

Responsible gambling messages are displayed throughout Casino Canberra in the way of signage displays. Statistics, which outlined the likelihood of winning the major jackpots and messages promoting responsible gambling, are also prevalent.

#### *Internal Environment*

Clocks are displayed throughout the casino to ensure patrons are aware of how long they have been in the casino, this assists many patrons who set time limits for themselves to ensure they gamble responsibly.

### 2001 – 2002

Casino Canberra introduced:

#### *Gambling Code of Practice*

Active participation and leadership in the development of the Responsible Gambling Code of Practice.

### *Technology & staff awareness*

A comprehensive computer database of photos is maintained for all excluded patrons. The database is readily accessible by all casino staff to ensure that if an excluded patron tries to enter the gaming floor staff can act quickly in identifying them.

### **2002 - 2003**

Legislative and Regulatory Initiatives were introduced including:

#### *Code of Practice*

- Gambling and Racing Control (Code of Practice) 2002 introduced.
- The casino cannot pay out more than \$20k winnings in cash in one day. Additional winnings may be paid by cheque or by direct credit to an account.

Casino Canberra introduced:

#### *Awareness of counselling services*

- Casino Canberra promotes counselling services in an effort to offer assistance to those who may have a gambling problem. For example Lifeline counselling signage is prominent on all access and cubicle doors in the casino toilets and next to ATMs.
- Casino Canberra staff are trained in the documentation, investigation and action of individuals showing signs of problem gambling.

### **2003 - 2004**

Casino Canberra introduced:

#### *Specialised staff training*

Casino Canberra provides training for every staff member in responsible gambling. Responsible service of alcohol training is included as part of Responsible Gambling training.

#### *Access to information*

- Further signage with information about assistance for problem gambling is placed throughout casino and at ATMs to ensure that patrons are informed about where they can seek advice on responsible gambling matters.
- Brochures with problem gambling information on display throughout casino in English and Chinese. Signage is on table games, in toilets, on table surfaces (non-gaming),

references are made on every advertisement, at public telephones and references are made in all media advertising (print, TV, radio).

## 2005 – 2006

Casino Canberra introduced:

### *Partnerships*

Casino Canberra is working with local counselling service providers. For example, a Casino Canberra representative sits on Lifeline Marketing Committee.

## 2006 – 2007

Legislative and Regulatory Initiatives

### *Casino Control Act 2006 introduced*

Casino Canberra introduced:

### *Specialised staff at all times*

- Gambling Contact Officers available at all times during operating hours. Officers are trained specifically to deal with any problem gambling incidents.
- Patrons that feel they need assistance can arrange to have a confidential interview with a Gambling Contact Officer. Gambling Contact Officers can provide patrons with a handout pack of brochures and contact details for professional assistance and self exclusion options.

### *Procedures for self-exclusion*

- Comprehensive procedure document prepared to assist staff and patrons who wish to self exclude from the casino.
- Gambling Contact Officers are specially trained to assist patrons in the self exclusion process.

## 2007 - 2008

Casino Canberra introduced:

### *Awareness*

- Casino Canberra seeks to promote responsible gambling awareness by actively participating in Gambling & Racing Commission Responsible Gambling Awareness Week.
- Signage and brochures created for responsible gambling week remains on display.

### *Automatic Teller Machines (ATMs)*

- ATMs are located outside the entry to the foyer, not on the gaming floor.

\* Casino Canberra has no electronic gaming machines

## NORTHERN TERRITORY -Lasseters Hotel Casino

### Pre 1999

Prior to 1999 the following initiatives were introduced:

#### *Self Exclusion Program*

Self exclusion provisions put in place for patrons who choose to exclude themselves from the gaming floor.

#### *Specialised Staff*

- Trained Gambling Liaison Officers available in case of any responsible gambling incidents (Security Personnel)
- Lasseters Hotel Casino works with counselling service provider, Anglicare NT. Anglicare NT conduct 'Responsible Gambling Awareness Program' training for all staff at the casino.
- Staff have been trained to offer information such as brochures and cards where appropriate. All written information is made easily accessible to patrons and is kept in clear view.

#### *Environment and Location of ATMs*

- Natural lighting on sections of gaming floor;
- Prohibition of minors from the casino;
- ATM & EFTPOS facilities located away from gaming floor as per Northern Territory Government requirements; and
- Venue and car park surveillance introduced.

### 2001 – 2002

#### *Community Liaison*

Appropriate link made with local gambling related support services, such as Anglicare NT and Amity Community Services.

#### *Information*

- Responsible gambling and gambling support services information displayed on gaming floor.

- Collaboration with Amity Community Services on production of brochure “Gaming Machines – A Player’s Guide”.
- Information is available in a variety of languages including; English, Italian, Greek, Thai and Vietnamese.

## 2002 – 2003

### *Awareness*

Responsible Gambling Awareness training commenced for all gaming and security employees facilitated by Anglicare.

### *Partnerships*

In 2003, Lasseters partnered with 16 other industry, government and community bodies to form a Working Party responsible for developing a Code of Practice for the Northern Territory gambling providers. The Code contains practices to be implemented to achieve industry ‘best practice’ in the delivery of gambling services.

## 2003 – 2004

### *Gambling Code of Practice*

- NT Responsible Gambling Code of Practice (voluntary compliance) launched in April 2003. Lasseters Hotel Casino represented in the Responsible Gambling Advisory Committee in development of code.
- 95% voluntary compliance of code recommendations which includes the following regulations:
  - Provision of Information
  - Interaction with Customers and Community
  - Training and Skills Development
  - Exclusion of Problem Gamblers
  - Physical Environment
  - Minors
  - Financial Transactions
  - Advertising and Promotions
  - Privacy Policy

### *Environment*

Clocks on all electronic gaming machines are introduced, a voluntary initiative.

## 2005 – 2006

### *Partnerships and monitoring*

- Quarterly meetings – AHA, community service groups, NT industry representatives.
- Return to player and player tracking information – approximately 8% of machines.

## 2006 – 2007

### *Code of Practice*

Mandatory compliance of Northern Territory Responsible Gambling Code of Practice – Lasseters Hotel Casino - 100% compliant.

### *Partnership and Awareness*

Active involvement in NT Gambling Awareness Week in collaboration with Amity Community Services, local industry and Northern Territory Government.

## 2007 – 2008

### *Specialised Staff Training*

- Introduction and facilitation of in-house Responsible Gambling Awareness training. Nationally recognised qualification certified by Charles Darwin University required within three (3) months of employee commencement.
- Trained identified Gambling Liaison Officers.

### *Partnership and Awareness*

Active involvement in NT Gambling Awareness Week in collaboration with Amity Community Services, local industry and Northern Territory Government.

### *Financial Transactions*

- Cheques are encouraged for winnings over \$5,000 (or less if the restricted cash flow is low).
- Signage is displayed near ATMs, providing specific information to service providers such as Anglicare Gambling Counselling as well as other financial counselling options.
- EFTPOS can only be used for retail transactions such as at restaurants and in bars.

- ATMs are located off the main casino gaming floor, near the entrance to the restaurant.

### **Foreshadowed Initiatives - 2009**

- Change of layout – display gambling helpline.
- Northern Territory government proposed return to player disclosure.

## **NORTHERN TERRITORY - SKYCITY Darwin**

### **Pre 1999**

#### *Self Barring Program First Introduced*

Self Barring provisions became available for persons wishing to self exclude.

#### *Links with Community Service Providers*

Appropriate Links established with local gambling related support service providers, Amity Community Services.

#### *ATMs - Restrictions of Credit Accounts*

- ATMs located away from Gaming Footprint and out of sight from the Gaming Floor
- Restriction of Credit Accounts; on site ATMs will not allow Customers to access credit accounts.

#### *Provision of Information*

- Prominent “Advice to Players” signage displayed on Blackjack tables; advice included recommended method of play such as splitting aces and eights and not splitting 10 count cards – as per NT Government requirements.
- Gambling Help information displayed and available in Gaming areas.

#### *Responsible Service of Alcohol*

Introduction of Responsible Service of Alcohol training. Key staff involved in the areas of Security, Food and Beverage, Gaming and Customer Service are given the skills and knowledge to provide a safe, enjoyable and responsible environment for customers.

#### *Staff Gambling Ban*

Licensed Gaming staff prohibited from gambling on the property.

## 2000 – 2004

### *Provision of Information*

- Information about the potential risks of Gambling and local gambling related support services available in gaming areas in a variety of languages.
- Counselling/Help information became more readily available; displayed more prominently throughout the property.

### *Community Liaison*

Links with local gambling related support services are extended and strengthened with a view to assisting with early intervention and prevention strategies.

### *Participation & Partnerships*

Darwin Property was represented on the Responsible Gambling Advisory Committee; participated in the development of the NT Code of Practice for Responsible Gambling.

## 2004 – 2005

### *Participation & Partnerships*

- SKYCITY Darwin continued participation in the NT Responsible Gambling Advisory Committee.
- Voluntary compliance with the NT Code of Responsible Gambling

### *Responsible Marketing & Advertising policy*

SKYCITY Darwin is a responsible gaming operator. Our advertisements and promotions are delivered in an honest and responsible manner with consideration being given to the potential impact on people adversely affected by gambling. We comply with the national Advertising Standards Authority and its regulatory authority guidelines for responsible marketing and advertising of its facilities, which include:

- Promotions that are conducted responsibly and are not designed to induce patrons to either drink or gamble to excess
- Advertising that is not false, deceptive or misleading and complies with the Australian Association of National Advertisers Code of Ethics and the SKYCITY Darwin Responsible Advertising Code of Practice
- Advertising that does not target persons that might be considered at risk of developing gambling problems.

### *Staff Gambling Ban*

SKYCITY Darwin staff are not permitted to game at any SKYCITY site.

### *Referrals to Treatment Providers*

Customers who seek to self-exclude or express a concern that they have a gambling problem are provided with contact information for appropriate treatment providers and are actively encouraged to make contact with them for help and support.

### *Passage of Time*

Clocks are displayed in Gaming areas and the current time is displayed on all EGMs to ensure that patrons are aware of the passage of time whilst gambling at the casino.

### *Information for Problem Gamblers*

- Gambling Helpline numbers are displayed throughout property; printed onto the table layouts of all table games and displayed on adhesive labels attached prominently to all EGMs and ATMs.
- Information brochures available about the potential risks associated with gambling and where to get help.
- Easily understood information brochures on the odds or win rates of major prizes available at the Loyalty Club Counter and gaming areas.

### *Educational Campaigns*

"Go easy ... Gambling with more than just money?" educational campaign - An information campaign for customers including posters, wallet cards and brochures, detailing the signs of problem gambling and where to seek help, advertising materials are prominently displayed throughout the complex, brochures are widely available and accessible.

### *Standards of Behaviour*

- SKYCITY Policy established; Should a person be detected intoxicated, abusing or threatening staff or other customers, causing conflict with other customers or staff, or otherwise behaving in a manner which affects the peace or comfort of other patrons, then SKYCITY Darwin staff will take appropriate steps to stop the behaviour, including, in appropriate circumstances, having the customer escorted from the premises.
- Any customers detected loan sharking or begging will be required to leave SKYCITY Darwin. In some instances, SKYCITY Darwin may also exclude the customer from the premises.

## **2005 – 2006**

### *Host Responsibility Program & Information for staff*

SKYCITY Host Responsibility Program is established and prominent and permanent notice boards displaying information about Responsible Gambling are established in Staff dining areas.

### *Community Liaison*

- Membership of National Association for Gambling Studies (NAGS). The SKYCITY Darwin Host Responsibility Manager is appointed NT representative in 2006.
- Member of the Australian Casinos Association – Responsible Gambling Taskforce

### **2006 – 2007**

SKYCITY develops the following:

#### *Mission*

SKYCITY Darwin's Responsible Gambling Mission Statement is prominently displayed at all entrances to encourage the growing organisational culture and promote responsible gambling within SKYCITY Darwin.

#### *Modified, User-friendly Self-Exclusion Program*

- New and simplified Self Exclusion policy introduced.
- SKYCITY Darwin offers this self-exclusion option to customers who believe they may have a gambling problem. Under this option, customers volunteer to exclude themselves from entering SKYCITY Darwin.
- Self Exclusion agreements can be arranged for a 3 month period(the minimum)or longer timeframes up to and including unending periods can be arranged.

#### *Gambling Information*

- Provision of information on win rates of major prizes is available on gaming floor to enable customers to make more informed decisions about their gambling.
- Host Responsibility Section added to the SKYCITY Darwin website. A prominent Link to the Host Responsibility Section is displayed on each page of the SKYCITY Darwin Website. Section contains the following pages, information, links, and documents:
  - Help is at Hand
  - Self-Exclusion
  - What We Do About Problem Gambling
  - Responsible Service of Alcohol
  - Unattended Children
  - Responsible Marketing & Advertising policy
  - Standards of behaviour

- Host Responsibility management
- Links and contact information for Amity Community Services and Anglicare
- Self Exclusion Notice forms available for download
- NT Code of Responsible Gambling available for download.

### *Specialised Staff & Host Responsibility Management*

- Host Responsibility Manager appointed.
- To manage these policies and ensure continual review and enhancement of harm minimisation initiatives, a Host Responsibility Department was established within the SKYCITY Entertainment Group, led by a Senior Group Manager.
- Based at the company's head office in New Zealand, this department has responsibility for managing and implementing problem gambling and alcohol management initiatives at all SKYCITY gaming and entertainment sites.

### *Education and Training*

- All SKYCITY Darwin staff, irrespective of their areas of operation, receives training in Host Responsibility.
- A Compulsory Host Responsibility training module is included in the property's Orientation/Induction program. The module is an interactive classroom style
- Host Responsibility Manager attends the National Association for Gambling Studies annual conference.

### *Community Liaison*

Host Responsibility Manager establishes links and regular and semi-regular visits with various local groups/organisations:

- Amity Community Services
- Somerville Community Services
- Anglicare
- Community Benefit Fund
- Member of National Association for Gambling Studies – attendance at annual conference
- Member of the Australian Casinos Association – Responsible Gambling Taskforce

### *Gambling Awareness Week*

- SKYCITY participated in and hosted all Gambling Awareness Week (GAW) Organising Committee meetings. SKYCITY played a major role in organising activities and provided assistance and support through resources with the development and provision of art work for posters, coasters, advertising, balloons, invitations, etc. .
- GAW was strongly supported at SKYCITY Darwin with the prominent display of Posters, coasters and information in both back of house and front of house areas.

## 2007 -2008

### *Financial Transactions*

- ATMs are located off the main casino gaming floor, in a dedicated ATM room. The ATM room is located off the gaming footprint adjacent to a side entrance (as opposed to the main entrance). This entrance is situated next to an undercover section of the driveway that has a two minute drop off zone. Persons often utilise this two minute parking zone for the sole purpose of utilising the ATM facilities; it is considered as a safe, well lit and secure area.
- EFTPOS is available at non-gaming outlets within the complex; however cash withdrawals are not permitted.

### *Information for players*

- SKYCITY introduced Responsible Gambling messages on Keno Tickets .
- Responsible Gambling statements such as, “Gambling is a form of entertainment not a strategy for financial success” and “Please gamble responsibly” included on gaming and loyalty club collateral.

### *Gambling Awareness Week*

Continued support and involvement in GAW included the development of Responsible Gambling messages, assistance with the engagement of the NT Responsible Gambling Ambassador, Michael Long , continued provision of Artwork, display of posters, and utilisation of coasters displaying Responsible Gambling messages throughout the property during the week. The NT GAW 2008/2009 Theme, “The secret to winning is knowing when to stop” was embraced by all at SKYCITY Darwin, it was displayed throughout the property along with the gambling helpline number on all EGM Led displays All executives and many senior staff attended the GAW launch.

### *Responsible Service of Alcohol*

In house accredited training capability for the provision of Responsible Service of Alcohol training. All staff involved in the areas of Security, Food and Beverage, Gaming and Customer Service are given the skills and knowledge to provide a safe, enjoyable and responsible environment for customers.

### *Hosting*

SKYCITY Darwin continues to host the Gambling Awareness Week organising committee meetings.

### *Education and Training*

- SKYCITY Darwin assists Amity Community Services with the development of, “What’s your Game Plan” a Territory wide venue training program to assist venue staff to recognise(level 1) and respond to (level 2) Problem Gambling. SKYCITY Darwin roles out, “What’s your Game Plan (level 1 & 2) training to senior front line gaming area staff and senior security staff. Training provided by Amity Community Services.
- Host Responsibility Manager in conjunction with Amity Community Services presents a joint paper about cross industry collaboration at the National Association for Gambling Studies annual conference.

### *Staff Awareness; Incentives and Rewards*

Staff that notice and report self excluded customers on property in breach of their agreement are acknowledged with a letter of appreciation and rewarded with a (much sought after)coffee voucher.

## **Foreshadowed Initiatives – 2008-2009**

### *Information for players*

- Responsible gambling statements, Gambling Helpline number and self exclusion programme advertised on loyalty club application forms and associated information.
- “Please Gamble Responsibly” printed prominently on all new loyalty program membership cards

## **QUEENSLAND - Reef Hotel Casino**

### **2002-2003**

### *Queensland Responsible Gambling Code of Practice*

Launched in May 2002

Commitment to Qld Responsible Gambling Code of Practice – Reef Hotel Casino has been assessed by QOGR as being 100% committed to the Code through ongoing assessment since our first review in May 2003.

Since 2002 the Reef Hotel Casino has implemented the Queensland Responsible Gambling Code as follows:

### *Provision of Information*

- Making an informed decision brochures
- Don't wait till you hit rock bottom cards
- Gaming guides (rules of the game and odds of winning)
- Information display boards
- Exclusions Brochures

This information is located in various places within the casino precinct (e.g. bathrooms, ATMs, near the cage, in hotel rooms, in the casino gaming areas and high traffic public areas)

Queensland Responsible Gambling Resource Manual was written in 2002.

### *Partnerships*

Counselling service provider, 'Gambling Help Line' is promoted throughout the casino for patrons who feel they may need assistance in controlling their gambling. The Gambling Help Line is an independently run service that offers private and confidential support for problem gamblers and others who may be affected by problem gamblers. The phone service is free and is available 24 hours a day.

### *Community Liaison*

The Responsible Gambling Manager for Reef Hotel Casino has meetings with

- Gambling Help Services (Lifeline Cairns).
- Member of Australian Casino Association – Responsible Gambling Taskforce.

### *Responsible Gambling Incident Register*

An electronic register database has been developed for the purpose of recording all Responsible Gambling Incidents that occur in the casino.

### *Physical Environment*

As a part of the Customer Awareness Program, Reef Hotel Casino have a commitment to provide a safe, secure and responsible environment in which members of the community are able to enjoy themselves.

- Signage delineating licensed areas where minors are prohibited has been erected.
- Policies, procedures and training have been implemented to identify minors and stop them from entering licensed gambling areas.

- Responsible Service of Alcohol training is delivered on an ongoing basis to all staff serving drinks, security and senior gaming employees are also trained.
- Guidelines for the protection of unattended children have been developed and offenders are either given a Written Warning or Excluded for participating in these acts.
- All employees who hold a casino license are prohibited from accepting gratuities.
- All employees are prohibited from gambling in the workplace (exclusive to casinos).
- Passage of time – The Reef Hotel Casino has taken measures to ensure customers are aware of the passage of time whilst they are gambling. Intensive, repetitive and extended play is not encouraged.

### *Financial Transactions*

- All ATMs are located outside of the licensed gambling area and all of them carry, responsible gaming brochures as well as 'Where to get help Barbecue cards'.
- EFTPOS is available for retail purchases only.

### *Advertising and Promotions*

All advertising is tested to ensure compliance with all practices under the Queensland Responsible Gambling Code of Practice.

## **2004 – 2005**

### *Exclusion Provisions*

Customers may consider exclusion from the casino as a valuable deterrent. Reef Hotel Casino offers an exclusion program for customers wishing to ban themselves from entering a gambling area. The 2005 Exclusions Legislation was implemented as follows:

- Responsible Gambling Liaison Officers are trained to assist with exclusions processes
- Implementation of manual checking systems to ensure the removal of all excluded persons from the data base to make sure persons are removed from mailing lists
- Memberships are suspended with associated benefits no longer available to the excluded person.
- Persons entering the gambling area of Reef Hotel Casino, once a self exclusion agreement has been signed are considered to be committing an offence by law and are subject to prosecution and penalties, including fines of up to \$3,000.

## **2006 – 2007**

### *Queensland Responsible Gambling Code of Practice*

Queensland Responsible Gambling Resource Manual was updated.

### *Responsible Gambling Liaison Officers (RGLOs) were appointed and trained in 2007*

There are currently nine RGLOs trained and at least one of them is on duty at all times. They have been trained to ensure they have the knowledge and skills to provide assistance and information to customers and/or other staff in the area of problem gambling and related matters.

### *Responsible Gambling Training*

3-4 hour training delivered to all Casino staff. (Refresher training now conducted each 3 years at a minimum).

## **2008**

### *Research*

We have provided assistance to Southern Cross University in the form of participants in a pilot and later a full research project on a Study of gambling by gaming venue staff funded by QOGR. We provided a number of employees for the main study who completed a 30 minute interview in paid time.

### *Complaint Resolution Processes*

Reef Hotel Casino has in place a comprehensive complaints resolution process for gambling and responsible gambling related matters. All complaints are referred through this process for resolution by the appropriate level of management.

### *Responsible Service of Alcohol*

As part of the Reef Hotel Casino's commitment to responsible gambling, persons who are unduly intoxicated are not permitted to gamble. Relevant staff are trained in the responsible service of alcohol.

### *Contributed to the following development and reviews*

- Responsible Gambling Code of Practice Implementation Review
- Responsible Gambling Code of Practice Cultural Shift Review
- Responsible Gambling Code of Practice Sustainability Review
- Queensland Responsible Gambling guidelines for Player Loyalty Programs 2008

## QUEENSLAND - Conrad Jupiters, Conrad Treasury & Jupiters Townsville Casinos

### Pre 1999

#### *Partnerships*

In 1994 Conrad Jupiters Casino began meeting with the Break Even Service (operated under the auspice of Relationships Australia Queensland) and the Department of Families, Youth and Community Care (now the Department of Communities) about potential impacts of gambling on the community and industry.

These informal discussions coupled with recommendations from research into the social and economic impacts of gaming machines, paved the way to formally establish the Problem Gambling Advisory Committee in August 1996. The Committee's name was changed to the Responsible Gambling Advisory Committee (RGAC) in 1998 to reflect its proactive approach to harm minimisation and its recognition that gambling is a leisure activity for many people although harmful effects may be experienced by a small proportion of the population.

The RGAC is a partnership between community, industry and government. Its membership includes gambling support providers, industry groups, community groups and Government bodies.

Since 2000 the RGAC has reported to the Treasurer of Queensland. The RGAC provides advice to the Queensland Government on minimising any negative impacts of gambling on Queenslanders and developing a responsible gambling environment.

The RGAC is recognised as the cornerstone of the Queensland Government's approach to responsible gambling as well as being a primary source of advice on emerging social concerns associated with gambling in Queensland.

The SEQ Casinos (Conrad Jupiters & Conrad Treasury) have held the role of either Chair or Deputy Chair of the RGAC since its inception. We have always provided at least one representative to all RGAC Working Parties from 1996 until current. In 1999 the RGAC implemented the Gambling Help Line Project.

#### *Patron Assistance Program*

On 26th October, 1995 a Patron Assistance Program was launched at Conrad Jupiters and Conrad Treasury Casinos. This program involved a series of promotional items in the form of posters, brochures and business cards being made available to patrons in the bathroom areas of the Casinos. The introduction of this initiative created a distinct increase in referrals to Break Even from the Gambling Industry which was directly attributed to the success of this project. Break Even told the Productivity Commission 1999 that they believed the high number of self referrals were partially attributable to the Casino project coupled with the acceptance of Break Even by the local community, Community Agencies and good support from the local media (press, radio and television).

### *Hosting*

Conrad Jupiters hosted the National Association for Gambling Studies Conference in November.

### **1999**

#### *Responsible Gambling Advisory Committee (RGAC)*

Formerly Problem Gambling Advisory Committee commenced August 1996. The SEQ Casinos have held the role of either Chair or Deputy Chair of the RGAC since its inception.

We have always provided at least one representative to all RGAC Working Parties over the years.

#### *Responsible Service of Alcohol*

Conrad Jupiters, Conrad Treasury and Jupiters Townsville casinos do not serve alcoholic beverages to gaming tables or gaming machines in their main public gambling areas. Should a customer who is gambling in these areas wish to consume an alcoholic drink in these areas, they must leave the table or machine they are playing at and go to the bar to purchase a drink. This practice supports the idea of breaks in play to discourage extended, intensive and repetitive play. Non-alcoholic beverages, including tea and coffee are available to customers.

Persons who are unduly intoxicated are not permitted to continue to gamble. Responsible Service of Alcohol training is provided to Food and Beverage, Safety and Security, Pit Managers and Gaming Shift Managers who are trained to follow RSA procedures. All employees are trained to report anyone who is nearing intoxication. Unduly intoxicated players are asked to leave the gambling areas.

### **2000 – 2001**

#### *Policy Direction*

The SEQ Casinos contributed to the Review of Gaming and Green Paper that led to the development of the Policy Direction for Gambling in Queensland in 2000.

#### *Tabcorp Responsible Gambling Code of Practice*

Tabcorp's Responsible Gambling Code of Practice was launched in late 2001 and has been sustainably revised to shape the Code today. Tabcorp's Responsible Gambling Code of Practice works in conjunction with the Queensland Code of Practice. The Tabcorp Responsible Code of Practice was created as a part of Tabcorp's aspiration to lead the way in providing responsible gambling entertainment. This means striving for the highest levels of customer care, and assisting customers to make informed decisions about their participation in gambling.

### *National Advisory Body on Gambling*

In 2001 the National Advisory Body on Gambling was established to provide advice to the Federal Minister for Family and Community Services on gambling policy, with a strong focus on problem gambling. The General Manager of Conrad Jupiters represented the Casino Industry on this body.

### **2002 - 2003**

#### *Specialised Staff*

In January 2002 the SEQ Casinos employed a Responsible Gambling Liaison Manager to implement the Queensland Responsible Gambling Code within their business prior to the official launch of the Code in May 2002.

#### *Queensland Responsible Gambling Code of Practice*

The Queensland Responsible Gambling Code of Practice was launched in May 2002. All Tabcorp Casinos are committed to all of the responsible gambling practices in the code.

Commitment to Qld Responsible Gambling Code of Practice – All casinos in Queensland have been assessed by QOGR as being 100% committed to the Code through ongoing assessment since our first review in May 2003.

Currently, Hotels = 82% commitment and Clubs = 74% commitment.

Queensland Responsible Gambling Resource Manual was written in 2002.

Since 2002, Tabcorp Qld Casinos have implemented the Queensland Responsible Gambling Code as follows:

#### *Provision of Information*

- Making an informed decision brochures (exclusive to Tabcorp casinos)
- Don't wait till you hit rock bottom cards
- Wanna bet? Posters (6 styles)
- Unattended Children brochures (exclusive to Tabcorp casinos)
- Gaming guides (rules of the game and odds of winning) (exclusive to casinos)
- Information display boards
- Exclusions Brochures
- The odds of winning for each game in the house

This information is located in various places within the casino precinct (e.g. bathrooms, ATMs, near the cage, in hotel rooms, in the casino gaming areas and high traffic public

areas. Problem Gambling messages are also placed on signs throughout in roving light boxes and on the casino's websites.)

### *Community Liaison*

The Responsible Gambling Manager for Qld has regular meetings and forums with members of local groups:

- Gambling Help Services on the Gold Coast, in Brisbane and Townsville viz. Relationships Australia Qld and Centacare Townsville.
- Gold Coast Responsible Gambling Network – hosted by Conrad Jupiters on three occasions – currently the Responsible Gambling Manager for Tabcorp Qld casinos holds the Chair of the Network.
- Brisbane Responsible Gambling Network.
- Chair of Australian Casinos Association – Responsible Gambling Taskforce.
- Member and former President of the National Association for Gambling Studies.
- Former member of the National Advisory Body on Gambling.

### *Responsible Gambling Incident Register*

An electronic register database has been developed for the purpose of recording all Responsible Gambling Incidents that occur in the business. The register is accessible to the entire Responsible Gambling team (exclusive to Tabcorp casinos).

### *Physical Environment*

- Signage delineating licensed areas where minors are prohibited has been erected.
- Policies, procedures and training have been implemented to identify minors and stop them from entering licensed gambling areas.
- Alcoholic beverages are not served to tables or EGMs in the main gaming floor areas.
- Responsible Service of Alcohol training has been delivered to all staff serving drinks, security and senior gaming employees are also trained.
- No More It's the Law cards have been printed and are used in the business (exclusive to Tabcorp casinos).
- Guidelines for the protection of unattended children have been developed and offenders are either given a Written Warning or Excluded for participating in these acts. (exclusive to Tabcorp casinos).
- All employees who hold a casino license are prohibited from accepting gratuities (exclusive to casinos).

- All employees are prohibited from gambling in the workplace (exclusive to casinos).
- All EGMs have a current time display.
- Conrad Treasury – 1st Venue in Qld to launch the ‘I’ button and PID machines.
- Passage of Time – Measures have been taken to ensure that customers are aware of the passage of time whilst they are gambling. Clocks have been installed in the gaming areas of the casinos. The time is also displayed on many of the new LCD screens which are located throughout the casinos. Recently, gaming machines were fitted with scrolling real-time messages that provides accurate information on the current time.
- With the completion of renovations at all Queensland Tabcorp properties, windows and balconies have been introduced which lead off the gaming floors. This allows natural light to enter the casino, assisting customers with their understanding of the passage of time.
- Reserve functions are now available on machines which allow the machine to be reserved for up to 7 minutes.

### *Financial Transactions*

- All ATMs are located outside of the licensed gambling area.
- All casinos have ATMs fitted with Braille pads and facilities for the hearing impaired.
- All ATMs have receipts with the printed logo and phone number of the Gambling Helpline on the reverse side.
- Gambling helpline posters, cards and Responsible Gambling brochures are displayed near ATMs.
- EFTPOS is not available in the gaming areas or TAB outlets. EFTPOS is only available for retail purchases in shops, bars and restaurants.
- Gambling winnings above \$10,000 on the main floor and \$50,000 in the private gaming areas are paid by cheque and are not cashed by the casinos within 24 hours of the win.

### *Advertising and Promotions*

- Tabcorp has its own responsible gambling message that is used on all gaming collateral – ‘Bet with your head, not over it’.
- All advertising is tested by our ‘Law of the Jungle’ compliance program to ensure compliance with all practices under the Queensland Responsible Gambling Code of Practice. Gaming collateral is reviewed by our in house Legal Team (exclusive to Tabcorp casinos).

## 2004 – 2005

### *Tabcorp Responsible Gambling Code of Practice*

Applies to all of Tabcorp casinos and where there is any conflict or inconsistency between the Tabcorp Code and Qld Code the highest standard applies.

### *Exclusion Provisions*

The 2005 Exclusions Legislation was implemented as follows: (all exclusive to Tabcorp casinos)

- Developed and delivered an Exclusions Training program
- Developed and circulated an Exclusions Procedures Manual
- A state wide electronic Register for Excluded Persons database has been specifically designed and implemented and is shared between the 3 Qld casinos.
- Developed standard exclusion forms with information on Gambling Help Services hard coded in the documents.
- Developed exclusions forms in languages other than English viz. Cantonese, Mandarin and Vietnamese
- Responsible Gambling Liaison Officers trained to assist with exclusions processes
- Implementation of manual checking systems to ensure the removal of all excluded persons from the Casino Management system to make sure persons are removed from mailing lists
- Developing an interface between the Casino Management System and the Register for Excluded Persons

### *KPMG Audits(exclusive to Tabcorp Casinos)*

Tabcorp engaged KPMG to complete an analysis of its Queensland Casinos Responsible Gambling (“RG”) Survey to measure the effectiveness of Responsible Gambling training and initiatives at its casino operations at the Gold Coast, Brisbane and Townsville in September 2005 and again in November 2006.

### *Contributed to the following development and reviews*

- Responsible Gambling Training Framework for Industry 2004
- Exclusions Model with Pathways and Protocols 2004
- Queensland Responsible Gambling Code of Practice Industry Training Kit 2005
- Queensland Responsible Gambling Advertising and Promotions Guideline 2005

### *Hosting*

Conrad Jupiters hosted the National Association for Gambling Studies Conference in November 2004.

### **2006 – 2007**

#### *Queensland Responsible Gambling Code of Practice*

Queensland Responsible Gambling Resource Manual was updated.

#### *Responsible Gambling Liaison Officers (RGLOs)*

Were appointed and trained at each of Tabcorp's QLD Casinos in 2007.

- 15 at Conrad Jupiters
- 13 at Conrad Treasury
- 11 at Jupiters Townsville

At least one RGLO is on duty 24 x 7 at each property. This team has received a specially designed two day training course tailored to our casino environments to ensure our RGLOs have the knowledge and skills to provide assistance and information to customers and/or other staff in the area of problem gambling and related matters.

#### *Responsible Gambling Training(exclusive to Tabcorp casinos)*

Tabcorp casinos in Queensland train every employee in Responsible Gambling. i.e. from the most senior executives, the gaming staff to the people who wash the dishes back of house.

In addition, annual Responsible Gambling Refresher Training is run for the entire team. New employees receive training during their orientation in their first month of employment. The exclusive slogan for Responsible Gambling Training is 'Respond with Respect and Refer'.

QHA Awards for Excellence in the area of Responsible Service of Gaming were won by:

- 2006 Conrad Jupiters
- 2007 Conrad Treasury

#### *Dow Jones Sustainability Index*

In 2007, Tabcorp once again met the criteria for inclusion in the Dow Jones Sustainability Index and was scored overall leader in the Australian gambling sector. Importantly, in the promotion of responsible gambling, Tabcorp scored 100% which is the highest score in the sector.

### *Measuring the effectiveness of Responsible Gambling Initiatives*

KPMG were engaged in 2006 to measure the effectiveness of the Responsible Gambling initiatives put in place at Conrad Treasury, Conrad Jupiters and Jupiters Townsville. 300 employees were asked to complete a questionnaire to assess their knowledge and personal opinions of the current Responsible Gambling training program. Highlights of the KPMG Survey results were 87% of respondents stated that they would know how to respond to an approach for help from a problem gambler. This demonstrates an ongoing maintenance of cultural shift for staff awareness as the training program had only been in existence for a little over four years at the time of the Survey.

There was strong awareness of the self-exclusion program, 90%. 89% said they felt their training had been very effective or somewhat effective in assisting awareness in Responsible Gambling and 89% also said they felt either very comfortable or somewhat comfortable talking to their supervisor about Responsible Gambling issues.

### *Awards*

Conrad Jupiters received the QHA Award for Excellence in 2006 – Responsible Serving – Gaming.

Conrad Treasury Brisbane became the first venue in Queensland to install new gaming machines that enable players to monitor their time on a machine as well as make more informed decisions regarding their gambling spend. Launched at the casino in November 2006, the new player information screens provide a range of data, including details on the odds of winning the maximum prize, how much the player will spend each game if they make a particular choice and an average of how much will be spent per minute and per hour.

## **2008**

### *KPMG Audits(exclusive to Tabcorp casinos)*

KPMG were engaged by Tabcorp to complete an assessment on the compliance with the Tabcorp Responsible Gambling Code in January 2007 and again in March 2008. This assessment also reviewed the commitment to the Queensland Responsible Gambling Code. KPMG's findings state that the Tabcorp Casinos Division show a strong Responsible Gambling compliance culture and commitment to compliance within the venue. Staff are well trained and undertake refresher training. Everyone interviewed knew their job well and what was expected of them in terms of dealing with patrons from a Responsible Gambling perspective.

### *Awareness*

Internal Responsible Gambling Awareness Week has been rolled out to employees annually for the past two years and ran again in May 2008. Exclusive collateral to link to the QOGR Responsible Gambling Awareness Campaigns using the hot chili designs was printed (exclusive to Tabcorp casinos).

## *Compliance*

A compliance program named Cura is used by Tabcorp for the purpose of measuring our commitment to various legislative requirements. For Responsible Gambling we test 17 specific areas of compliance with the Queensland Responsible Gambling Code of Practice (exclusive to Tabcorp casinos). The system sends monthly, electronic reminders to the manager for completion of the task requesting written confirmation that the tasks are completed.

Staff are also committed to compliance. Managers in each department are primarily responsible for showing leadership in ensuring that we comply with both the spirit and the letter of the law in their areas. Whilst the Queensland Code of Practice is self-regulatory, Tabcorp is committed to all practices within the code.

## *Research*

We have provided assistance to Southern Cross University in the form of participants in a pilot and later a full research project on a Study of gambling by gaming venue staff funded by QOGR. We provided a total of 280 employees for the main study who completed a 30 minute interview in paid time.

## *Contributed to the following development and reviews*

- Responsible Gambling Code of Practice Implementation Review
- Responsible Gambling Code of Practice Cultural Shift Review
- Responsible Gambling Code of Practice Sustainability Review
- Queensland Responsible Gambling guidelines for Player Loyalty Programs 2008
- Evaluation of the Queensland Responsible Gambling Strategy (QRGS)

## **Foreshadowed Initiatives**

During the month of November 2008 a detailed Internal Audit was conducted to measure adherence to the spirit of the Queensland Responsible Gambling Code of Practice. The Queensland Code is a self-regulatory model.

Development and production of a Tabcorp Casinos Division Responsible Gambling Awareness training DVD is currently in the process of completion – this should be available for release early in 2009.

Currently an integration system is under development between the Register of Excluded Persons and the Casino Management System to ensure that people who are excluded are removed from mailing lists.

## SOUTH AUSTRALIA - SKYCITY Adelaide

### Pre 1999

#### *The SA Casino Act 1997*

The SA Casino Act 1997 contains a range of measures designed to ensure the casino operator acts with probity and integrity. All staff must be approved and staff are not permitted to gamble. Children are excluded from the casino. People may be barred from the casino for their own welfare.

SKYCITY Adelaide has an Approved Licensing Agreement (ALA) with the SA Government. The ALA:

- Requires all games, gaming systems and gaming equipment to be approved
- Requires the Casino to deny gambling services to intoxicated persons
- Limits the number of machines and table games

### 2000 – 2001

#### *Amendments to the SA Casino Act were made in 2001*

These include:

- Requiring the Commissioner, when approving new machines, to take into account any gaming machine guidelines issued by the Independent Gambling Authority;
- Requiring the Commissioner to refuse applications for new EGMs if he is of the belief that approval of the game would lead to an exacerbation of problem gambling;
- Increasing the minimum return to player of machines from 85% to 87.5%;
- Requiring the casino to comply with Advertising Codes of Practice published by the Independent Gambling Authority;
- Requiring the casino to comply with Responsible Gambling Codes of Practice published by the Independent Gambling Authority;
- Prohibiting gambling on credit;
- Limiting ATM transactions to \$200 per transaction; and
- Preventing EGMs from being operated other than by insertion of a coin (ie prohibiting bank note acceptors and cashless gaming).

#### *SKYCITY introduced a 'Corporate Host Responsibility Program'*

This Program set out SKYCITY policies and procedures for promoting responsible gambling (including alcohol management), minors, standards of dress and behaviour. The Program

was aimed at ensuring that SKYCITY was at the forefront of harm minimisation initiatives among South Australian gaming licensees; a place we have occupied ever since.

### *Responsible Service of Alcohol*

- SKYCITY's Responsible Service of Alcohol policy includes a compulsory training program for all staff. Staff members involved in Host Responsibility, Security, Food and Beverage, Gaming and Customer Service are given the skills and knowledge to provide a safe, enjoyable and responsible environment for customers.
- SKYCITY Adelaide has also installed three breathalyser units and produces tent cards outlining guidelines for consuming alcohol responsibly. These are widely available in gaming and food and beverage areas.

### *Standards of Behaviour*

- Should a person be detected intoxicated, abusing or threatening staff or other customers, causing conflict with other customers or staff, or otherwise behaving in a manner which affects the peace or comfort of other patrons, then SKYCITY Adelaide staff will take appropriate steps to stop the behaviour including, in appropriate circumstances, having the customer escorted from the premises.
- Any customers detected loan-sharking or begging will be required to leave SKYCITY Adelaide. In some instances, SKYCITY Adelaide may also bar the customer from the premises.

### *Staff Gambling Ban*

SKYCITY Adelaide staff are not permitted to game at any SKYCITY site.

## **2003 – 2004**

### *The Independent Gambling Authority issued its first Responsible Gambling Code of Practice*

The Code required SKYCITY Adelaide to:

- Display responsible gambling materials (such as posters, pamphlets, wallet cards, and stickers) in several languages;
- Display a helpline sticker on each gaming machine;
- Display a helpline sticker on each ATM;
- Display clocks prominently throughout the public areas of the licensed premises;
- Train all staff in problem gambling issues, including recognition, identification and appropriate referral of problem gamblers;
- Have a system for voluntarily excluding problem gamblers;
- Take active steps to prevent parents leaving their children unsupervised; and

- Ensure that alcohol is not supplied to reward continued play.

### *Advertising*

The Independent Gambling Authority issued its first Advertising Codes of Practice, requiring SKYCITY Adelaide to ensure advertising:

- Is socially responsible;
- Does not mislead or deceive the customer;
- Is not directed at minors;
- Does not portray minors engaging in gambling activities;
- Is not explicitly or exclusively directed at vulnerable or disadvantaged groups (including recovering problem gamblers);
- Does not promote gambling as a means of relieving financial or personal difficulties;
- Does not promote gambling as a means of enhancing social standing or employment, social or sexual prospects;
- Does not state or imply that gambling is a means to pay for household staples, education, rent, or to meet mortgage commitments;
- Does not make claims related to winning, or prizes that can be won, that are not based on fact, are unable to be proven, or are exaggerated;
- Does not state or imply that a player's skill can influence the outcome of a game where this is not the case;
- Does not associate gaming with excessive alcohol consumption;
- Does not exaggerate the connection between the gambling activity and the use to which the profits may be put; and
- Must include the odds of winning if a prize is mentioned.

### *Staff on Patrol*

In December 2004, SKYCITY Adelaide introduced its 'Host Responsibility Coordinator' program, where at least one of a team of staff patrol the casino looking for people displaying signs of problem gambling. The team are trained to identify the signs, intervene appropriately and, if the person wishes, refer the person to appropriate counselling.

## **2005 – 2006**

### *Staff Training*

- SKYCITY Adelaide delivered Problem Gambling refresher training for all staff (as per Codes requirement).
- At SKYCITY, it is compulsory for all staff to receive training on host responsibility - from senior management to dealers, cleaners, waiters and admin staff. Training ranges from an introductory level for back-of-house staff to specialist advanced training for senior front-of-house staff, security and management.
- Training modules are developed very carefully to take a variety of issues into account, such as cultural, gender and social differences, ethnicity, age and those requiring special attention.
- Time was spent consulting with leading problem gambling treatment providers such as Break Even Services to ensure their expertise and knowledge were incorporated in the training modules.
- Four levels of staff training were created and staff are required to undertake refresher training every two years. Staff are kept informed of the latest in responsible gambling practices through information in newsletters, magazines and on noticeboards in back of house areas.

### *Self - Exclusion Program*

SKYCITY Adelaide recognise that a small percentage of people are at risk of developing gambling problems and whether the customer identifies a problem themselves, or a third party (i.e. family member), identifies a problem, SKYCITY has a program in place to help. SKYCITY voluntarily introduced a minimum 12-month exclusion period for people choosing to self-bar from the casino. We encourage customers to seek help and support during this period. Those that make a request to lift their exclusion are required to agree to several steps before an application can be approved: Must attend counselling, after which a letter confirming attendance is required, agree to enter into the Case Management program (3 months minimum) and set re-entry criteria for spend and visitation (pre-commitment), which can also be set in conjunction with their nominated counsellor.

### *Financial Transactions*

ATM machines are located outside of the casino gaming area in an ATM room. EFTPOS is used in the restaurants, cashiers outlets, at promotional desks and at bars.

## **2006 – 2007**

### *Partnerships with Counselling Services*

The Host Responsibility Coordinators (HRCs) formalised links with Gambling Help Services. Requirements to build and maintain relationships with counselling agencies are built into the key performance indicators of the HRCs duties. The HRCs are also required to conduct formal liaisons with other departments within SKYCITY Adelaide.

### *Referrals to treatment providers*

All customers who elect the self-exclusion option or approach SKYCITY Adelaide about gambling problems are encouraged to contact appropriate treatment providers for help and support, and SKYCITY can make these appointments on behalf of the customer, if they wish. We've also designed a document that, once signed by the applicant, is faxed (emailed) to a nominated service provider to make contact with the customer to discuss their situation and/or make an appointment.

### *Host Responsibility Coordinators*

The HRC's introduced a customer 'Case Management' program where customers most at risk are assigned to one of the HRCs (with other HRCs playing a supporting role) and the customer is actively managed. All those returning from exclusion (Self-exclusion, TAB or IGA) are automatically placed on the program.

This important function of the team is crucial in effectively managing the many customers coming to and those that experience harm. To drive each case and ensure informed regular contact is made with each customer, mapping their progress, thereby allowing the HRC's to make an informed judgement as to whether the customer remains in the "Customer of Concern" category, referred to support services, or barred as a result of welfare concerns.

If the customer gives permission, the customers detailed are discussed with a gambling counselling agency and the counsellor is then directly involved in the case management of the customer of concern.

SKYCITY Adelaide also promotes eight other counselling service providers, including: UnitingCare Wesley Adelaide, Salvation Army Oasis Centres, Relationships Australia SA, UnitingCare Wesley Bowden, and Vietnamese Community in Australia, Overseas Chinese Association, the Cambodian Australian Association and Statewide Gambling Therapy Services.

### *Awareness*

A new suite of posters, brochures and related material was designed to continue to raise awareness of Responsible Gambling, and SKYCITY's Host Responsibility Program. Information within the brochure was reviewed by a local physiologist and gambling help services to ensure it was relevant and correct. All material is displayed throughout the site including all gaming areas, restaurants, toilets and bars.

## **2007 -2008**

### *Advertising Code of Practice*

New Responsible Gambling and Advertising Codes of Practice will come into force on 1 December 2008. These will require SKYCITY Adelaide to have additional warning message

on machines and to change warning messages of posters every six months (simultaneously with pubs and clubs).

### *Awareness*

The 1800 phone number for the Problem Gambling Helpline is now printed on the back of all receipts from ATMs at SKYCITY Adelaide. Information is also displayed on EFTPOS machines, on gaming tables, in toilets, in light boxes, at customer information areas and at cashiers.

SKYCITY Adelaide also promotes seven other counselling service providers, including: UnitingCare Wesley Adelaide, Salvation Army Oasis Centres, Relationships Australia SA, UnitingCare Wesley Bowden, Vietnamese Community in Australia, Overseas Chinese Association and the Cambodian Australian Association.

### *Responsible Gambling Awareness Week*

Responsible Gambling Awareness Week: SKYCITY and the Host Responsibility Team have, and continue to provide support to local Gambling Help Services. This is a state-wide program to raise awareness of gambling issues in the community and the help and support available. The Host Responsibility Manager is a member of the Gamblers Rehabilitation Fund Communications and Community Education Reference Group held Office of Problem Gambling.

## **Foreshadowed Initiatives**

### *Case Management System*

Foreshadowed changes include SKYCITY expanding the Host Responsibility Case Management system to develop individual 'Customer Care Plans'

### *Signage*

The SA Government is about to conduct a review of signage in licensed gaming venues.

## **TASMANIA - Wrest Point and Country Club Tasmania**

### **TASMANIA - Wrest Point and Country Club Tasmania**

#### **Pre 1999**

#### *Formation of the Gambling Industry Group (GIG)*

The Gambling Industry Group (GIG) was established in 1995 as the peak industry representative body to address the issues of responsible advertising, patron care and codes of conduct.

Senior representatives from all codes of the industry and relevant government departments meet on a bimonthly basis to develop cooperative strategies and codes of practice to enhance the efforts in responsible advertising and patron care.

Since inception, the Managing Director of The Federal Group, Mr. Greg D. Farrell has been the Chairman of the GIG. At present, membership comprises:

- |  |                      |
|--|----------------------|
| • The Federal Group                            | Mr. Greg D. Farrell  |
| • Mr. John Mortensen                           |                      |
| • TOTE   | Mr. Mick Edwards     |
| • Tattersalls                                  | Mr. Tim Sloan        |
| • Admirals Casinos                             | Mr. Michael Hackman  |
| • Betfair                                      | Mr. Peter Church     |
| • Intralot Australia                           | Mr. Peter Baoustanos |
| • Australian Hotels Association (Tas Division) | Mr. Steven Old       |
| • Registered Clubs of Tasmania                 | Mrs. Lyn Hedges      |

Representatives of the Tasmanian Gaming Commission and Health Department attend as observers and provide advisory services.

- |                               |                   |
|-------------------------------|-------------------|
| • Tasmanian Gaming Commission | Ms. Wendy Sawford |
| • Health Department           | Mr. Gavin Miller  |

Since establishment, the GIG has been directly responsible for the implementation of many of the responsible gaming initiatives. The GIG continually monitors the impact of gambling in Tasmania and, where required, responds appropriately.

### *Training*

Responsible Service of Gaming Training Program (1998 Version) is implemented.

### *Awareness*

Brochures and player information are displayed at the cash desks, in hotel rooms and at KENO terminals. Details of counselling service providers are also on display on all EGMs, in toilets, are referenced on every advertising sign and in all media advertisements in print, on TV or radio.

## **2002 - 2003**

### *Formation of Gambling Consultative Group*

The Tasmanian Gambling Consultative Group (TGCG) was formed in April 2002 to encourage its representative membership to work together to address current issues relating to the impact of gambling in Tasmania. This organisation meets on a quarterly basis.

Membership of the TGCG is comprised of one appointee from each of the following organisations:

Gambling Codes:

- The Federal Group
- Tattersalls
- TOTE
- Betfair

#### Industry Peak Bodies:

- Registered Clubs of Tasmania
- The Australian Hotels Association (Tasmanian Division)

#### Government Funded Gambling Service Providers:

- Relationships Australia
- Anglicare Tasmania
- Gambling Helpline Tasmania

#### Government bodies responsible for Gambling Policy:

- Department of Treasury & Finance, Liquor & Gaming branch
- Department of Treasury & Finance, Intergovernmental and Financial Policy branch
- Department of Health and Human Services, Gambling Support Program
- Tasmanian Gaming Commission (ex-officio)

#### Peak Community Organisations with Involvement in Gambling issues:

- Tasmanian Council of Social Services (TasCOSS)
- Interchurch Gambling Task Force

#### The role of the TGCG is to:

- Improve knowledge of current directions and trends in policy and industry developments.
- Monitor and examine industry developments in gambling matters at a local, state, national and international level.
- Work towards a common understanding on matters relevant to the Tasmanian community on gambling, in order to promote the adoption of best practice by all stakeholders.
- Encourage and promote partnerships with the member organisations and their subsidiaries to develop effective communication systems on gambling matters
- Facilitate relations and cooperation between the government, the community sector and the business sector on gambling matters.
- As appropriate, act as a consultative body on matters with gambling impact.

### *Communication with Patrons*

Federal Hotels developed an RSG Handbook and staff quiz, as well as developing Management Responsibilities Guidelines. This was to ensure that the language used in interactions with patrons was more user-friendly.

#### State-wide machine cap

As part of a new agreement with the Tasmanian Government, the Federal Group negotiated a state-wide cap of 3,680 machines. This effectively capped both casinos at their current trading levels.

## 2003 – 2004

### *Development and Implementation of Gambling Code of Practice and Advertising Code of Conduct*

In 2004, the GIG developed and implemented The Gambling Code of Practice and The Advertising Code of Ethics.

Both industry codes outline the way in which the Tasmanian casinos undertake to conduct all aspects of gaming and promotion of that activity.

- Areas covered in the Code of Practice include:
- Compliance with all legislative requirements
- Payment of prizes, winnings and promotions
- Signage
- Customer comfort and services
- Hours of operation
- Patron care
- Provision of Responsible Gaming literature
- Self-exclusion
- Responsible service of gaming courses
- Service of alcohol
- Gambling on credit
- Compliance with the Code of Advertising Ethics
- Access to cash
- Community Support Levy
- Resolving complaints or concerns

The Code of Advertising Ethics applies to the communication activities of both Casinos, including advertising and promotion in all traditional media, in-venue point of sale, leaflets, displays and any other materials designed to inform the public.

Both industry codes are regularly reviewed and updated where required. The Gambling Code of Practice is prominently displayed throughout both casinos.

### *Payment of Winnings and Accumulated Credits above \$2,000*

It is the practice of both casinos that any prizes or winnings of \$2,000 or more will be paid by cheque with at least \$500 in cash, unless the original wager is higher than \$2,000 (at the discretion of management).

### *Federal Hotels developed RSG Leaders Guide for Supervisors*

This program was initiated by Wrest Point and ensured that entry-point managers were upgraded in their knowledge of RSG and how to administer the legislative requirements as managers. This program is regularly undertaken by managers and ensures a greater understanding of Responsible Service of Gaming policy at the management team level.

## 2004 – 2005

### *Federal Hotels developed a link between RSA to RSG for both Wrest Point and Country Club Tasmania*

Patrons considered to be under the influence of alcohol were not permitted to conduct gaming. This was in line with escalating responsibility of RSA meant more patrons were prohibited from gaming as a dual focus with alcohol.

### *Updated handbook in regards to RSG*

Further regular updates ensured that the language and approach of our staff remained in line with current trends and research findings.

### *RSG program updated*

Both Casinos were very active in developing the self-exclusion and third party exclusion process in concert with the AHA. This led to better record keeping, improved communication and therefore improved identification of excluded patrons.

## **2006 – 2007**

### *Introduction of new RSG training policy, Tasmanian Gaming Commission initiative*

Both casinos embraced the changes and ensured that all training programs supported the new RSG developments.

## **Foreshadowed Initiatives**

### *Financial Transactions*

ATMs are located off the main casino gaming floor. New regulations will require ATMs to be located 20 meters from the entrance to gaming areas. No signage will be permitted and ATMs will need to be out of the line of sight of customers in the gaming areas.

### *Participation and support of Gambling Awareness Week*

This was an initiative introduced by the Tasmanian Gaming Commission and supported by both casinos. This week-long awareness program includes display and distribution of collateral featuring messages educating on problem gambling.

On behalf of the industry, Federal Hotels distribute the material to all gaming venues. In addition, Federal Hotels makes training room facilities available to staff from the Department of Health and Human Services (DHHS) for staff training information sessions. Federal Hotels also assist the DHHS with the design and production of material and a company representative regularly attends quarterly meetings with the Department.

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<sup>1</sup> under section 41A of the Casino Act 1997

<sup>2</sup> Under section 4.5

<sup>3</sup> For example in publications by South Australia's Independent Gambling Authority and on display in Sky City Adelaide. Also the publication on the VCGR website