RESPONSIBLE GAMBLING CODE OF CONDUCT

Colac RSL Sub-branch

English

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LEIGH BARRETT & ASSOCIATES

GAMESURE

Responsible Gambling Code of Conduct

1. Responsible Gambling Message

A sub-branch has a duty to take all reasonable steps to prevent and minimise harm from the operation of gaming machines in the approved sub-branch, including by monitoring the welfare of gaming machine players, discouraging intensive and prolonged gaming machine play and intervening when a person is displaying behaviour that is consistent with gambling harm.

This sub-branch will provide the highest standards of customer care and responsible service of gambling to all our patrons and will display the following responsible gambling message at the cashier's desk/station and/or entrance to the gaming room so that it is clearly visible wherever the sub-branch provides electronic gaming machine (EGM) products:

This sub-branch is committed to the wellbeing of its patrons, employees and the wider community in which it operates. It strives to deliver all its services in a responsible and sustainable manner providing the means for our patrons to have informed choices and to exercise a rational and sensible informed choice based on their personal and individual circumstances. As part of this commitment, the sub-branch has adopted a comprehensive Responsible Gambling Code of Conduct and a Self-Exclusion Program, and will provide the necessary resources, both financial and human, to support the proper operation and fulfilment of the Code at these premises.

Our Code describes how we do this and continue to provide gambling services in a socially rewarding, enjoyable and responsive manner.

A copy of the Code will be made available in written or electronic form to patrons upon request. A sign advising patrons of how to obtain a copy will be displayed at the gaming room entrance and/or the cashier's station in the gaming room.

The Code will also be available on the sub-branch's website (where available) including in various community languages which include Greek, Italian, Chinese, Vietnamese, Arabic, Turkish and Spanish.

The sub-branch will ensure that the Responsible Gambling Register is made readily available to any authorised person or VCGLR inspector upon request

2. Interaction with customers - Communication with gamblers

2.1 This sub-branch will ensure that communications with Patrons does not:

(a) Induce a customer to enter or remain in the gaming machine area

(b) Induce gaming machine play (with the exception of communication that forms part of a loyalty program), or

(c) Reinforce or encourage fallacies or misconceptions about gaming machines, including but not limited to:

i. Telling a customer that they can make money playing a gaming machine.

ii. Telling a customer that a gaming machine or gaming machine jackpot has or has not paid, or that it is due to pay winnings.

iii. Discussing luck or superstitions.

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iv. Telling a customer that a 'near miss' means the gaming machine is about to pay winnings.

v. Suggesting or encouraging the belief that a spin on a gaming machine is not independent of another spin on that gaming machine.

vi. Suggesting or encouraging the belief that there are strategies that a customer can use to win when playing a gaming machine (for example, increasing or decreasing the amount bet per line or number of lines on which a bet is made), or

vii. Telling a customer that they deserve to win.

2.2 This sub-branch will take reasonable steps to ensure that communications with customer discourage intensive and prolonged gaming machine play.

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

(a) Withdraw money, or withdraw more money, from a cash facility, or

(b) Leave this sub-branch to obtain money, or obtain more money, to enable that customer to play, or to continue to play, a gaming machine.

2.4 This sub-branch may however direct a customer to a cash facility when requested to do so by the customer.

3. Interaction with customers – Signs of Distress

3.1 This sub-branch will take all reasonable steps to ensure the gaming machine area and entrances to the gaming machine area are monitored at all times when gaming machines are available for play.

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

3.3 This sub-branch will not encourage or induce a customer to engage in intensive or prolonged gaming machine play.

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

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

3.6 Staff at this sub-branch is expected to interact with a customer who:

(a) Has been asked to take a break and refuses to take a break away from the gaming machine area

(b) Plays multiple gaming machines simultaneously, or

(c) Reserves a gaming machine in order to play another gaming machine.

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4. Gaming Venue Staff

4.1 Staff at this sub-branch are not permitted to play a gaming machine on a rostered day of work at this sub-branch.

4.2 This sub-branch provides information to staff so that they are aware of their increased risk of harm from gambling.

5. Interaction with Problem Gambling Support Services

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

6. The Gambling Environment

6.1 This sub-branch will not encourage a customer to play multiple gaming machines simultaneously.

6.2 This sub-branch will take all reasonable steps to discourage a customer from reserving a gaming machine in order to play another gaming machine in the gaming machine area.

6.3 During the opening hours of food and beverage facilities outside the gaming machine floor, this sub-branch will ensure that a customer can order and be served food and beverage without having to enter the gaming machine area.

6.4 This sub-branch may offer a customer seated at or playing a gaming machine food or beverage provided it is offered as part of an interaction with that customer.

7. Responsible Gambling Officer

7.1 Responsible Gambling Officers have been appointed at this sub-branch.

7.2 A Responsible Gambling Officer will be available in the gaming machine area at all times gaming machines are available for gaming.

7.3 This sub-branch will display prominently in the gaming machine area a notice advising that a Responsible Gambling Officer is available for assistance at all times.

7.4 This sub-branch's Responsible Gambling Officer will take all reasonable steps to:

(a) Monitor the gaming machine area and ensure compliance with the Act, regulations and this code

(b) Ensure that staff record responsible gambling incidents and interventions in the responsible gambling register

(c) Observe Patrons who display behaviour that is consistent with gambling harm and provide assistance as necessary

(d) Provide advice to staff about gambling harm and how to respond to signs of gambling harm, and

(e) Respond to customer enquiries and complaints about the supply of gambling in the approved sub-branch.

7.5 This sub-branch's Responsible Gambling Officer will complete prescribed responsible service of gambling training, if any.

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8. Responsible Gambling Register

8.1 This sub-branch maintains a responsible gambling register. The details of all responsible gambling incidents and interventions are recorded in this register, including:

(a) Date and time the incident occurred

(b) Details of the incident

(c) Details of the intervention made in response to the incident

(d) Details of the customer's response to the intervention, if known

(e) Date and time the entry was recorded in the responsible gambling register, and

(f) The name of the individual if this is provided voluntarily by that individual.

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

8.3 This sub-branch will provide a copy of the responsible gambling register to the Victorian Commission for Gambling and Liquor Regulation on request.

8.4 This sub-branch may provide information in the responsible gambling register to a Sub-branch Support Worker for training and development purposes provided that information does not include the name or identifying characteristics of any customer.

Definitions

- "Code" means this specific Responsible Gambling Code of Conduct
- "Customer" means members and visitors of the sub-branch.
- "EGM" means electronic gaming machine.
- "Management" means the management of this Sub-branch
- "Patrons" means customers, members and visitors of the sub-branch.
- "Responsible Gambling Incident Register" means the register maintained by the sub-branch in which the sub-branch records the information required under the Code.
- "Responsible Gambling Officer" means the person responsible for the administration of the Code at the sub-branch at any time.
- "Sub-branch" means this gaming venue.
- "Venue" means this Sub-branch

Preparation of the Code

The Code has been prepared on our behalf by Leigh Barrett & Associates Pty Ltd and has been made readily available for adoption and integration into our gaming business operations. It is a straightforward document and has been written in such a manner as to enable a ready understanding by our patrons and a simple interpretation and explanation by and for our staff. It has been written in plain English and presented in such a way as to be accessible to all our patrons, including those from culturally and linguistically diverse backgrounds.

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The Code is supported by a Responsible Gambling Policies and Procedures Manual detaining the processes and procedures to give effect to the Code and which is provided to every staff member of the sub-branch at induction.

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