

Bendigo Stadium
Responsible Gambling
Policy

Contents

Commitment to Responsible Gambling	3
Staff In house Gambling Policy	3
Staff Roles and Responsibilities.....	3
Harm Minimisation	4
Situation Responses.....	5
Breaks in Play.....	7
Setting Time and Money Limits.....	7
Self-Exclusion Program.....	7
Staff Training	9
Stakeholder Relationships.....	10
Dealing With Children in the Club.....	10
Provision of RSG Information.....	11
Material Checklist	12
Customer Complaints Procedure	12
Policy Review	12
Appendix.....	13

Commitment to Responsible Gambling

The Bendigo Stadium is committed to providing the highest standards of customer care and responsible gambling. The Bendigo Stadium understands that gambling occurs in a regulated environment where consumers can make informed choices about gambling and can exercise a rational and sensible choice based on their individual circumstances. Responsible gambling exists where there is a shared responsibility and collective action is taken by the gambling industry, government, individuals and communities. Underpinning the successful operation of the Bendigo Stadium is our commitment to the delivery of all gaming and wagering products in a manner that is responsible and conforms with or exceeds all prevailing government requirements and industry standards.

Staff In house Gambling Policy

All gaming staff at the Bendigo Stadium are prohibited from playing gaming machines or partaking in any other form of wagering/betting activity, prior to or after their shift and therefore are only permitted to play gaming machines on their day off. Non-gaming staff are permitted to play gaming machines outside of their working hours. Staff at the Bendigo Stadium are also prohibited from providing any form of credit to patrons and are not to encourage patrons to offer/give them gratuities.

Staff Roles and Responsibilities

Management and staff of the Bendigo Stadium are sensitive to the needs of those people who may develop an unhealthy or an unacceptable dependence on gaming machine activity. All gaming staff are required to employ responsible gaming practices at all times. It is the responsibility of all gaming staff to attend appropriate training sessions, gain a thorough understanding of the rules and regulations relating to problem gambling, know and understand the process and procedures in dealing with problem gambling issues and deal with these issues in a confident manner.

In the event that a patron displays any sign of unacceptable behaviour whilst on the premises or playing a gaming machine, the incident is to be immediately referred to either the Responsible Gaming Officer (RGO) or the duty manager. Staff will ensure that minors and intoxicated persons are prevented from entering or being in the restricted gaming area. Staff are to ensure that all activities relating to gaming engaged in by patrons shall remain confidential, and shall not be discussed with other patrons and other members of the general community

Nominated staff will act as Responsible Gaming Officers, (RGOs). In addition to their normal duties these staff will participate in additional personal development training such as conflict resolution, complaints handling, mediation etc. A person, who approaches a staff member for information about problem gambling services or shows signs of having a problem with their gambling, will be directed to the Responsible Gambling Officer/Gaming Duty Manager for help. A customer displaying signs of distress or unacceptable behaviour will be approached by a staff member who will offer assistance. Their responsibilities as RGOs will include assisting with supported referral initiatives and other harm minimisation measures as agreed to by the Bendigo Stadium and approved by industry stakeholders.

Gaming staff should remember that problem gambling affects only a very small percentage of all people who gamble. Don't be over reactive but do be aware of the warning signs that gambling may be a problem for some people. If in doubt, refer to a senior staff member.

Harm Minimisation

A key responsible gambling initiative by the Bendigo Stadium is our commitment to a harm minimisation process designed to enhance customer care. It is imperative for all staff to interact with customers and be aware of the various responsible gambling and problem gambling situations that may arise from time to time.

These situations may include, but not be limited to:

- a patron either gambling every day or finding it difficult to stop gambling at closing time;
- a patron gambling for extended periods. That is, gambling for three hours or more without a break;
- a patron avoiding contact while gambling, communicating very little with anyone else, barely reacting to events going on around them;
- a patron making requests to borrow money from staff or other customers or continuing to gamble with the proceeds of large wins;
- a patron declaring they have a gambling problem or asks for help;
- a person phones the venue to enquire whether their relative, partner or friend is in the gaming room and claims they have a gambling problem;
- a patron displaying aggressive, anti-social or emotional behaviour while gambling.

This assistance may take the form of:

- staff interacting with the customer and encouraging them to take a break from the gaming machine;
- staff offering the customer some refreshments (e.g. cup of tea or coffee) in a quieter, more private part of the gaming venue.

Nominated Responsible Gaming Officers or the Duty Manager will further respond to these situations, however it is important to remember that when dealing with problem gaming issues, all gaming staff are expected to-

- Be discreet
- Speak quietly
- Don't be judgemental
- Show empathy
- Whenever possible, seek a quiet area away from other customers to conduct the interview.
- If possible, refer the customer to Responsible Gaming Officer or a Duty Manager.
- Know where the appropriate pamphlets are located and hand them to the customer.
- Try to obtain customer's agreement to seek professional assistance with their problem - e.g. Gamblers Help

Situation Responses

1. Irate patron accusing the venue of rigging the machines

- Explain how machines operate
- If the patron is not satisfied, carry out the complaint resolution process
- Advise supervisor/duty manager

2. Child left alone in car or foyer

- Child safety is priority
- Advise supervisor/duty manager
- Locate parent or responsible adult and reunite them with child
- Warn parent not to leave children unattended
- Report the incident to the police with car registration number

3. Distressed Patron

- Remain with client and take them out of gaming room

- Try to determine the nature of their distress
- Send another staff member to advise the supervisor/duty manager
- Provide patron with access to appropriate helpline information, e.g. Gambler's Helpline, Lifeline, Suicide Help-line
- Do not leave the individual alone until situation is suitably resolved
- Notify police if you believe the situation has not been resolved by staff

4. You suspect a patron has a gambling problem

- Do not make a judgement
- Ensure that information advertising problem gambling services is accessible (ATM, cashier) to the individual should he/she decide to access it
- Encourage regular breaks in play by offering the patron a beverage

5. A patron is swearing loudly and kicking the gaming machine they have been playing

- Advise supervisor/duty manager
- Inform the patron that their behaviour is disruptive to other patrons and if it continues they will be asked to leave

6. You receive a call from a family member asking you if a particular person is in the gaming room

- Indicate to the caller that venue policy does not allow you to provide information about patrons

7. A family member (wife/husband) rings up asking you to not let their partner gamble at the venue

- Indicate that venues cannot intervene on behalf of their parties
- Inform about self-exclusion and refer caller to Gamblers Help (for support for themselves)

8. A patron appears to be intoxicated whilst playing a machine and is disruptive towards other patrons and staff e.g. using abusive language

- Inform the supervisor/duty manager
- The duty manager needs to inform the patron that his/her behaviour does not conform with the guidelines under the Liquor Licensing Act for all alcohol related incidences. If the behaviour continues he/she could be asked to leave.

Breaks in Play

Customers will be encouraged to take regular breaks from gaming machine play. This encouragement may take the form of an announcement regarding a staged event.

Types of staged events may include:

- Announcing that morning tea is now available;
- Announcing a member's draw;
- The commencement of activities such as morning melodies.

Clocks are in all major areas of the venue so customers know time is passing. Staff will mention the time when making announcements about venue activities.

Setting Time and Money Limits

The Bendigo Stadium understands that an important component of responsible play involves the customers' ability to set their own time and money limits.

The following statement will be displayed at the cashier station:

It is recommended that patrons set sensible limits on the time and money spent gambling and that you stick to your limits, please ask staff for more information about including setting and maintaining time and money limits.

Self-Exclusion Program

A major component of the VCGR Responsible Gambling Program is the voluntary Self-Exclusion program. This program is available to customers who wish to voluntarily exclude themselves from gaming machine play at nominated licensed clubs and Hotels. The Bendigo Stadium operates under the Clubs Victoria Self-Exclusion Program and staff need to be aware of the principles of the self-exclusion program and nominated RGOs will be required to approach persons entering the gaming room who have registered for self-exclusion. It is important to note that people must enter the program at their own request and of their own free will, as it is a voluntary program. A person cannot enter the program under duress from family members or friends, and staff members are not authorised to insist that a person enter the

program. A copy of the Self-Exclusion Program is provided in the appendices section of this policy

Staff also need to ensure that at all times the photographs of self-excluded patrons, names and expiry dates are displayed in the cashiers station is only accessible to gaming staff and not visible to the general public. On receipt of a deed, RGOs should ensure that this document and any other records relating to a self-excluded patron are stored in the strong room. It will be necessary, on receipt of a deed, that the self-excluded patron's name is removed from the venue's mailing list so they do not receive any gaming promotional or advertising material.

Staff should always remember that confidentiality and privacy of information about all patrons are paramount. Staff should never give personal information about any patron to family members or friends. Further, staff should never disclose information to unknown callers questioning them about patrons participating in self-exclusion. Such disclosure may lead to legal liability for yourself or the venue.

When Clubs Victoria sends advice of a patron who has registered for self-exclusion, Bendigo Stadium RGOs are responsible for:

- The immediate display of the patron's photograph, name and 'Deed' expiry date in an area accessible to staff only. This information is not to be in view of members of the public.
- Immediately ensuring that the self-excluded patron's name is removed from the venue's mailing list. People registering for self-exclusion are not permitted to receive any form of gaming promotions.
- Keeping an eye out for self-excluded patrons who have breached their deed by entering the gaming room, and asking them to leave the gaming room.

In addition, as the Bendigo Stadium participates in the TABCORP Mailing Program RGOs should verify that all patrons who have registered for self-exclusion in the previous month have been removed from the database.

When approaching an excluded patron it is important to remember to;

- Always be discreet
- Speak with the Responsible Gaming Officer or Duty Manager
- Check profile of patron in strong room
- If you are sure by the photo, ask patron for proof of identification in order to ascertain whether it is the patron you suspect
- Do not draw undue attention to the patron

- Once you are sure that the patron is on the self-exclusion program, remind them that they have committed to the self-exclusion program and that the venue would request that they leave the gaming room. Let the patron know that they are permitted access to the bistro & bar.
- If the person refuses to leave, remind them that you are permitted under the deed of self-exclusion to use reasonable force.
- Although the deed states that reasonable force can be used, staff must understand the intended meaning of “reasonable”. Staff should not at any time attempt to use physical force on patrons unless the patron becomes physically aggressive. You can inform them that the police will be called if they still refuse.
- After the patron has left fill in the responsible gaming register about the incident.

Staff Training

It is a requirement of the Bendigo Stadium that all gaming staff hold a Responsible Service of Gaming (RSG) certificate. In the event where new staff are employed without a Responsible Service of Gaming certificate, staff will be required to complete an approved RSG training course with 6 months of employment.

Additional to the above, all gaming staff will be required to undertake further training by completing an Advanced Responsible Service of Gaming course every 3 years. The costs associated with this course will be subsidised by the club.

Regular responsible gaming information sessions currently conducted by Gamblers Help, provide information sessions on their services, on problem gambling generally and local gambling issues in the community. These information sessions are vital to the clubs ongoing commitment to Responsible Gambling and staff are strongly encouraged to make use of these information sessions for their continuing development

The Bendigo Stadium will also conduct in-house RSG policy procedure training twice a year. In addition, the Bendigo Stadium will ensure random quizzes covering the code and RSG procedures will be carried out with all staff. The Bendigo Stadium will also maintain a RSG staff training register for all staff. The register will be regularly updated and include details of employees accredited RSG course completion, Gamblers Help information session attendance and further RSG professional development undertaken.

The Bendigo Stadium will conduct regular staff RSG meetings as part of the ongoing employee development. RSG will be a formal agenda item at all supervisors meetings, supervisors are then to brief staff at the commencement of their shift regarding any outcomes of the RSG items at that meeting. Additionally, are to any queries regarding RSG issues that staff may have.

Stakeholder Relationships

The Bendigo Stadium is committed to establishing and building meaningful working relationships with all stakeholders, including local Gamblers Help services and other support providers servicing the local area. Good relationships with local Gambler's Help staff can be invaluable when dealing with sensitive situations with patrons or simply when you need guidance from a trained counsellor.

The Bendigo Stadium's senior management will meet regularly with the local gamblers help agency; St Luke's to discuss the Bendigo Stadium's operations. RGO's will also meet regularly with Venue Support Workers in order to discuss any issues regarding customer engagement and responsible gambling matters.

Dealing With Children in the Club

The Bendigo Stadium will prohibit all persons under the age of 18 from gambling or being present in areas where adults are gambling and will alert members and patrons of these prohibitions by putting signage at the entrance to all gaming areas.

The Bendigo Stadium will display signage advising customers not to leave children unattended either in the venue or venue car park and will adopt procedures to check venues and venue car parks under their control. If staff locate an unattended child, the welfare of the child is the immediate consideration. Police or emergency services may be notified so that appropriate action can be taken to protect the needs of the child.

A child may be reasonably taken to be unattended if:

- It appears the child is without appropriate adult supervision, i.e. a child being supervised by another minor is not deemed to be appropriate supervision, a child in the play area in full view of a parent or guardian would generally not be deemed as unattended
- A child is found unattended in or about the venue and is unable to identify the whereabouts of their parent or guardian, or appears lost or distressed

- The child is left alone in a vehicle in the venue's car park, or is found unattended in the car park itself

In the event that a child is found unattended in the venue or venue car park

- Venue staff should escort the child to a secure location
- Immediately escalate the finding to a Senior Venue Manager
- All reasonable efforts should be made to re-unite the child with their parent/guardian.

Provision of RSG Information

The Bendigo Stadium will make available information, including brochures, outlining odds/win rates of major prizes and brochures on where to access assistance with a gaming problem (including all material required by law).

For patrons seeking information on support provider services or who may wish to impose restrictions on their gaming activity, their query is to be immediately referred to either the RGO or Duty Manager.

The Bendigo Stadium will also ensure that customers will be guided through the Player Information Display screens and ensure the player information brochures are made available to all patrons.

The Bendigo Stadium will also ensure that copies of the code together with copies in community languages will be made available to all customers. This information will also be made available on the club's website together with following statements:

The club is an integral part of its community. It is run for and by its members on a not-for-profit basis to meet the community purposes for which it was founded, both now and into the future.

The club is committed to the wellbeing of its members, visitors, employees and the wider community that it serves. It strives to deliver all its services in a responsible and sustainable manner. As part of this commitment, the club has adopted this Responsible Service of Gambling Code and will provide the necessary resources (financial and human) to support the proper operation of the code at the club's premises and the code office.

Staff on duty will daily check and replace responsible gaming player information material in the gaming room and the ATM.

Material Checklist

- Each machine has – a talker, and a yellow Gambler's Help sticker.
- RSG posters in the gaming room.
- RSG brochures in gaming room.
- Responsible gaming handbooks in gaming room.
- Gambler's help material is displayed in gaming room, Reception and at ATM.
- Responsible Gambling Code of Conduct code of practice is available in gaming room.
- Clocks on all machines have the correct time.
- Under-age signage at each entrance to the gaming room.
- Child safety signs are in the car park and at entrances to the venue.
- Large win signage at cashier advising patrons that all wins of \$1000 or more must be paid by cheque.
- Self-excluded photos are displayed in an orderly fashion and out of public view.
- RSG information in bathrooms is up to date.

Materials Checklist is supplied at in the appendix section of this document

Customer Complaints Procedure

All complaints regarding the code will be directed to the Responsible Gambling Officer or the duty manager on shift. The RGO will follow through with the complaints resolution process identified in the Clubs Vic Code in order to resolve complaints.

In addition, information in brochure format pertaining to the complaints process will be made available at the cashier station and will be given to patrons upon request.

Documentation regarding all complaints against the code must be maintained in the Responsible Gambling Register for access by the VCGR as required.

Policy Review

The Bendigo Stadium will review the Responsible Gaming Policy when required, to comply with legislative and industry standards.

Appendix

Bendigo Stadium Responsible Gambling Code of Conduct

AHA Self Exclusion Program

Information Material checklist