

Guidance - Responsible Gambling Register

All venue operators must adopt a Responsible Gambling Code of Conduct (Code) which requires all staff to:

- observe and interact with customers to prevent and minimise gambling harm
- record those interactions (and other relevant matters) in a responsible gambling register (register).

Maintaining a register in your venue is a way of demonstrating that your venue has implemented and is following the adopted Code.

A properly maintained register would demonstrate that your venue is:

- monitoring the gaming area and identifying potential gambling distress
- interacting appropriately with customers
- performing appropriate intervention actions
- making the records required by the Ministerial Direction
- capturing and tracking information that relates to the Code adopted by your venue.

A responsible gambling interaction occurs when you have identified signs of distress or gambling harm and you must interact with the person to minimise the harm. As part of the interaction, you can ask about their wellbeing and/or suggest they may wish to take a break away from the gaming machine area.

Signs of distress or other indications of potential harm include (but are not limited to):

- someone playing intensively or for an extended period
- attempting to play more than one gaming machine at the same time
- having run out of all money when they leave the venue
- spending \$300 or more in a session
- getting cash out on two or more occasions through EFTPOS or ATMs
- putting large wins back into the machine and continuing to play
- avoiding contact or conversation with others
- gambling intensely without reacting to what is going on around them.

DO RECORD	DON'T RECORD
Date and time the responsible gambling interaction occurred.	Information that's not useful e.g. business as usual tasks.
Date and time the entry was recorded in the responsible gambling register.	Non code of conduct or responsible gambling related content e.g. staff member went on break.
Details of the interaction.	False information or events.
Details of the interaction made in response to the potential harm identified.	
Details of the customer's response to the interaction if known.	
The name of the individual if this is provided voluntarily or known to staff.	
Any identified gaming machine, kiosk, or service point YourPlay connectivity issues.	
Useful information that demonstrates you are following your Code of Conduct and ensuring responsible gambling can occur e.g. duration of play, regular ATM withdrawals, signs of distress.	
<p>Details of the customer interaction (what actions did you take?)</p> <p>Examples:</p> <ul style="list-style-type: none"> • Encourage the customer to take a 15 min break in play away from the gaming machine area. • Offering the customer refreshments (i.e., tea or coffee) in a quieter part of the venue where the customer can request support information in a confidential manner. • Assisting the customer with travel arrangements to depart the venue. • Providing customers with information on gambling support services. • Explaining how the self-exclusion program works, providing information on the benefits available from gambling support, and how to access the self-exclusion program. • Offering to assist the customer to register with YourPlay, and to set time and spend limits. • Explaining that the results of EGM spins are made by a random number generator, and there is no connection between spins. • Requesting patrons showing signs of distress to stop gambling and leave the gaming floor or venue. • Requesting troublesome patrons to leave the gaming floor or venue. • Doing ID checks on people who look under 25. 	

Example of a good Responsible Gambling Register

DATE AND TIME OF INCIDENT	DATE AND TIME INCIDENT RECORDED	EMPLOYEE NAME	CUSTOMER NAME (IF PROVIDED BY THEM)	DETAILS OF INTERACTION (PROVIDE AS MUCH DETAIL AS POSSIBLE)	DETAILS OF INTERVENTION (WHAT WAS DONE IN RESPONSE TO THE EVENT OR INTERACTION, AND WHAT WAS THE CUSTOMERS RESPONSE TO THE INTERVENTION)
1/01/2024, 10:00 am	1/01/2024, 10:15 pm	John Smith	N/A	Venue opened, identified some regular EGM players lined up waiting to access the gaming area.	Commenced shift as the RGO at start of day. No intervention required - identified regular EGM players for monitoring during the shift for intensive or prolonged play.
1/01/2024, 12:30 pm	1/01/2024, 12:45 pm	John Smith	N/A	Had been 2 hours since we had checked on EGM players, so walked the gaming area and identified those patrons still playing who were playing at the previous gaming area sweep.	Did a sweep of the floor to check on patrons. Spoke to 4 patrons. Spoke with the 2 EGM players playing since 10:00 am and encouraged them to take a 15-minute break. Reminded all patrons that food and beverage was available at the bar.
1/01/2024, 1:10 pm	1/01/2024, 1:30 pm	John Smith	Andrew Citizen	Noticed a regular patron demonstrating signs of distress, engaged in EGM play and multiple visits to the ATM	I noticed a patron had visited the ATM three times over a two-hour period. He had not had a break other than going to the ATM. I spoke to Andrew and encouraged him to take a break in our couch area (i.e. outside the gaming area) which was quiet and empty. I offered him some food and a coffee, and we had a general chat. Andrew is aware of

					<p>YourPlay and of the gambling help services. He is going through some difficult times at home.</p> <p>Andrew sat a bit longer on the couch after I left before returning to the EGM. We should keep an eye out for his welfare.</p>
1/01/2024, 1:45 pm	1/01/2024, 1:55 pm	Jane Doe	Andrew Citizen	<p>Noticed a patron demonstrating signs of distress, engaged in EGM play and getting angry with the EGM (i.e., that it did not payout)</p>	<p>I noticed the patron was angry with the EGM, speaking to himself and the EGM and complaining about no wins and no payouts.</p> <p>I checked with the duty RGO and understood he had already been encouraged to take a break but had resumed EGM play.</p> <p>RGO John Smith took Andrew to a quiet area and encouraged him to reach out to the Gamblers help service, and to leave the venue.</p> <p>Andrew agreed to do that.</p>
1/01/2024, 3:05 pm	1/01/2024,3:20 pm	Jane Doe	N/A	<p>Hadn't checked on levels of YourPlay brochures today</p>	<p>Did a stock take on YourPlay brochures on the gaming floor. We are low on YourPlay information brochures. Have restocked the brochures.</p>
1/01/2024, 3:25 pm	1/01/2024,3:45 pm	Jane Doe	Mary Jones	<p>Noticed a regular patron demonstrating signs of distress, had been playing Dragon Link and was complaining that our EGMs</p>	<p>I had noticed the patron playing and am aware that she is a regular EGM player at our venue. She was upset and complaining that she has been here playing each week and hasn't had any</p>

				<p>haven't been paying out this month.</p>	<p>kind of payout from our machines in a month.</p> <p>I checked with the duty RGO and he has spoken with Mary before. RGO John Smith took Mary to a quiet area and encouraged her to take a break from the EGMs. When she next comes in, the RGO will help her to register for YourPlay and set a time and spend limit.</p>
1/01/2024, 4:30 pm	1/01/2024, 4:45 pm	John Smith	N/A	<p>Checked the gaming area at the end of my RGO shift. Identified 2 EGM players active in the gaming area since ~2.30 pm, who should be monitored for prolonged play.</p>	<p>Handover of duty RGO to incoming shift.</p> <p>Spoke about today's activity in the gaming area and the observations and interactions.</p> <p>Noted the recent entries in the RG register.</p> <p>Spoke with the incoming shift RGO James Brown, made him aware of the players who should be encouraged to take a break in play by 5 pm.</p>
1/01/2024, 5:15 pm	1/01/2024 5:25 pm	James Brown	N/A	<p>Checked on the players pointed out to me at the shift handover that had commenced EGM play at ~2.30 pm.</p>	<p>At handover RGO John Smith advised that players at EGM #s 28 and 31 had been playing without a break since ~2.30 pm. I spoke with them both, advised they had been playing a long time, and asked them to take a 15-minute break away from the gaming area. They agreed to go to the sports bar.</p>

1/01/2024, 5:45 pm	1/01/2024, 6:15 pm	James Brown	George Best	Noticed that a patron who is self-excluded from our venue had entered the gaming area and was playing an EGM.	The patron George Best was previously a regular EGM player at our venue who self-excluded earlier in the year. I noticed him at an EGM but wearing a facemask to avoid identification. I took George to a quiet area outside the gaming room, reminded him of his self-exclusion, and explained that the venue has an obligation to take reasonable steps to ensure he does not enter the gaming area. He apologised and said he would re-connect with Gambler's Help.
1/01/2024, 5:55 pm	1/01/2024, 6:15 pm	James Brown	Mary Smith / James Green	Patron Mary Smith reported another person in the venue had tried to steal her bag.	Patron Mary Smith reported another person (a person known to us in the venue, Peter Green) in the venue had taken her bag while she was playing the EGM. She had noticed and confronted him. The security guard then took Mr Green outside the gaming area. I spoke with duty RGO James Brown, and it seems likely that James Green (who is an occasional EGM player) had run out of money playing the EGMs and the stealing is likely linked to his EGM play. Suggested to the patron, Mary Smith, that she report the matter to the police which she did. When James Green next attends the venue, he is to be advised he should

					engage with Gamblers Help and is excluded from the venue.
1/01/2024, 6:45 pm	1/01/2024 6:55 pm	James Brown	Not disclosed	Patron complained that he had won the feature game on EGM #42, but the EGM did not recognise the win or post the winning credits	Patron did not want to give his name but was sure that he had won the feature game on EGM #42 but claimed the EGM did not recognise the win or post the winning credits. I explained the dispute resolution procedures. We should look out for this patron, as complaining the EGM 'did not pay' is a sign of distress. He may need referral to Gamblers Help.
1/01/2024, 6:15 pm	1/01/2024,6:45 pm	James Brown	Harry Potter	Patron complained that he was playing the EGM #35, went to the toilet, and when he came back someone had cashed-out the credits on the EGM.	I took details about the machine and the credits, and the time of the event. I advised that the venue manager will review the CCTV footage and follow-up, in case it was someone known to the venue. Encouraged Mr Potter to report the theft to Police.
1/01/2024, 12:00 am	1/01/2024,12:30 pm	James Brown	N/A	Checked the gaming area at the end of my RGO shift. Gaming area quiet, no-one from 10 pm still there.	Handover of duty RGO to incoming shift (Richard). Spoke about today's activity in the gaming area and the observations and interactions.
2/01/2024, 4:00 am	2/01/2024, 4:10 am	Richard Rogers	N/A	Venue closed at 04:00.	Undertook checks of the gaming area each 30 minutes between 12:00 am and 04:00 am. Very quiet this morning, no

					EGM players for more than 30 minutes. No observations to report.
2/01/2024, 10:00 am	2/01/2024, 10:15 am	John Smith	N/A	Venue opened, identified some regular EGM players lined up waiting to access the gaming area.	Commenced duty RGO shift at start of trade. Checked the RG register for previous activity. Identified regular EGM players for monitoring during the shift for intensive or prolonged play.
2/01/2024, 10:35 am	2/01/2024, 12:50 pm	Jane Doe	Inspector Gadget and Inspector Holmes	Inspectors from VGCCC visited.	Inspectors visited venue to check our Responsible Gambling register and speak to our Responsible Gambling Officer.
2/01/2024, 10:30 am	2/01/2024, 12:30 pm	Paul Manager	Peter Support and Mary Support	VSW training session for RGO's.	Our VSW conducted a training session for our RGO's (Paul, Jane, James, and John) on the signs to look for that may indicate that a patron may be experiencing harm caused by gambling.

**The content above is a general summary and is not legal advice. You should check the accuracy of this information against the relevant gambling legislation and ministerial directions with which you are required to comply. You may wish to seek independent professional advice.*