

## SAFER GAMBLING & HARM MINIMISATION POLICY

### Workplace goal

Most customers enjoy gambling as a part of their leisure and entertainment experience. The implementation of the *Queensland Responsible Gambling Code of Practice* (Code of Practice) enables management and team members to meet the needs of all our customers with a particular focus on those customers who may be experiencing harm from gambling.

### Achieving outcomes

The Code of Practice is designed to achieve the following outcomes:

- individuals, communities, the gambling industry and the Government have a shared understanding of responsible gambling practices
- individuals, communities, the gambling industry and the Government have an understanding of their rights and responsibilities in relation to safer gambling/harm minimisation practices
- the gambling industry provides safe and supportive environments for the delivery of gambling products and services
- customers make informed decisions about their gambling practices
- harm from gambling to individuals and the broader community is minimised
- people experiencing harm from gambling have access to timely and appropriate information and assistance
- the gambling industry considers, and applies, principles of safer gambling/harm minimisation to all new and emerging technologies

### Commitment

The Reef Hotel Casino is committed to achieving the outcomes of the Code of Practice. In line with this commitment, we endeavour to:

- provide accurate, meaningful and readily accessible information to enable customers to make informed decisions when considering their level of gambling activities
- work with external support agencies in providing assistance and information for customers who maybe experiencing harm from gambling
- provide sensitive and confidential support to customers who wish to exclude themselves from our casino or any other gaming venue
- ensure self-excluded customers do not receive promotional material
- assist self-excluded customers to self-exclude from other gambling venues
- provide a pleasant, safe and comfortable gambling environment
- ensure children are not left unattended
- encourage customers to be aware of the passing of time
- encourage customers to take breaks in play

- prevent unduly intoxicated customers from gambling
- restrict the cashing of winnings cheques for 24 hours from time of issue
- ensure gaming advertising and promotions comply with the Code of Practice.

### **Initiatives**

The following initiatives are designed to assist in the implementation, maintenance and continuous improvement of safer gambling/harm minimisation practices.

- A person/s is nominated to perform the customer liaison role at our casino during approved opening gaming hours.
- A safer gambling officer role has been appointed to ensure that gambling activities are conducted in a safe and responsible manner, minimising harm to individuals and promoting a sustainable gambling environment.
- The Safer Gambling and Exclusion Review Committee is accountable for the maintenance and continuous improvement of safer gambling/harm minimisation practices.
- All new team members are introduced to safer gambling/harm minimisation practices in general orientation and are expected to understand their role and responsibilities.
- All team members are expected to complete an annual safer gambling/harm minimisation refresher training session.

### **Advertising and promotions**

The Reef Hotel Casino will ensure that advertising and promotions comply with the Code of Ethics as adopted by the Australian Association of National Advertisers. In line with this commitment, we will endeavour to ensure that any gambling advertising or promotion:

- is not false, misleading or deceptive
- does not implicitly or explicitly misrepresent the probability of winning a prize
- does not give the impression that gambling is a reasonable strategy for financial betterment
- does not include misleading statements about odds, prizes or chances of winning
- does not offend prevailing community standards
- does not focus exclusively on gambling, where there are other activities to promote
- is not implicitly or explicitly directed at minors or vulnerable or disadvantaged groups
- does not involve any external signs advising of winnings paid
- does not involve any irresponsible trading practices by the gambling provider
- does not promote the consumption of alcohol while engaged in the activity of gambling
- has the consent of the person prior to publishing or causing to be published anything which identifies a person who has won a prize
- incorporates responsible gambling messages (where applicable)

## **General information**

### **What is the responsibility of the Safer Gambling and Exclusion Review Committee?**

The Safer Gambling and Exclusion Review Committee assists in the implementation, maintenance and continual improvement of responsible service of gambling practices. The role involves:

- providing safer gambling/harm minimisation education
- providing appropriate information to assist customers who may be experiencing harm from gambling
- providing support to team members with assisting customers who may be experiencing harm from gambling
- providing support to team members who may be experiencing harm from gambling
- establishing effective links with local gambling related support services
- taking appropriate action in response to reported instances where a person may be experiencing harm from gambling
- supporting management and internal committees as appropriate
- approving safer gambling and harm minimisation practices
- reviewing and engaging in external safer gambling/harm minimisation strategies.

The Safer Gambling and Exclusion Review Committee may consist of the Customer Liaison Officer/s, Safer Gambling Officer, Executive Security & Surveillance Manager, Cash Desk Manager/AML Compliance Manager, and the General Manager. Other relevant staff may substitute for any of or be additional to the stated committee members above.

### **What written information is available for customers and where it is located?**

Brochures are available informing customers about the potential risks of gambling, the odds of winning major prizes, the safer gambling and harm minimisation commitment statement and where to get assistance for those who may be experiencing harm from gambling. Brochures are located near the cash out facilities, in toilets (front and back of house), in hotel rooms and at customer services desks.

Further written information is available upon request and includes player activity statements, self-exclusion particulars, complaint resolution details, key elements of financial transaction policies and the safer gambling/harm minimisation policy. Customers can access this information by asking the Safer Gambling and Exclusion Review Committee.

Further written information is also available via [www.reefcasino.com.au](http://www.reefcasino.com.au)

### **Who is a person experiencing harm from gambling?**

A person experiencing harm from gambling is characterised by difficulties in limiting money and/or time spent on gambling which leads to adverse consequences for the gambler, others, or for the community.

### **Where can customers get assistance should they be experiencing harm from gambling?**

The Reef Hotel Casino works with a number of external support services: organisations operated by professional counsellors who are trained to help those people experiencing harm from gambling. The Gambling Helpline number can be found in the responsible service of gambling brochure and takeaway cards.

**What should I do if I believe an unduly intoxicated customer is gambling?**

All our food and beverage team members are trained in responsible service of alcohol procedures which prevents the service of alcohol to unduly intoxicated customers. However, if this situation does occur you should report it to your supervisor or manager.

**What should I do if I believe a minor (under 18 years) is on the gaming floor?**

Security officers are responsible for checking the identification of any suspected underage person wishing to enter the gaming floor. If you believe a minor has entered the gaming floor, the matter should be reported to your supervisor, manager, or a security officer immediately. It is everybody's responsibility to be on the lookout for minors on the gaming floor.

**What should I do if a customer has a gambling-related complaint?**

Pass any significant complaint on to your immediate supervisor or manager.

**How can I recognise extended and intensive play? What should I do about it?**

Determining extended and intensive play is a very sensitive situation and cannot necessarily be judged by the customers' length of play. Refer to the 'Possible problem gambling risk indicators' section of Practice 2 in the *Queensland Responsible Gambling Resource Manual (Casinos)* for signs of what to look out for.

Customers are not to be approached except by those team members who have received specialised training in handling these situations. The Safer Gambling and Exclusion Review Committee may also be available to provide assistance.

**What should I do if I see a child left unattended in any area of the property?**

If you suspect a child has been left unattended, you must report it to a security officer, your supervisor or manager immediately. Remain with the child until assistance arrives.

**What should I do if a customer asks about being excluded?**

If a customer asks you about self-exclusion you should ask your supervisor or manager to immediately contact the Security Shift Manager or above.

**How do I enrol in a safer gambling/harm minimisation training course?**

Safer gambling/harm minimisation training is mandatory for all team members who are directly involved in providing service for gambling activities. Your supervisor or manager is responsible for enrolling you to complete this training course at the start of your employment and every 24 months thereafter.

**Further information**

For further information, contact the Safer Gambling and Exclusion Review Committee, Table Games Shift Manager / Electronic Gaming Shift Manager / VIP Services Manager or Security Shift Manager

### **Key points**

- Training is provided for all team members
- Brochures are available on safer gambling/harm minimisation practices, including where to get help
- How to play gaming guides provide the odds of winning
- Minors and unduly intoxicated customers are prohibited from gambling
- The Safer Gambling and Exclusion Review Committee may offer assistance to customers adversely affected by gambling
- Customers may self-exclude from the gaming floor

### **Staff action and responsibilities**

Team members directly involved in providing service for gambling activities are to:

- complete safer gambling/harm minimisation training
- direct customers to relevant team members for information and assistance
- understand the availability of self-exclusion
- report unduly intoxicated customers attempting to gamble
- recognise and report suspected extended and intensive play
- report any unattended children
- refuse to serve someone believed to be a minor
- understand the complaint resolution procedure
- understand the escalation process when concerned a customer may be displaying signs of gambling harm
- know where to get further information.

### **It is the responsibility of every team member to:**

- demonstrate an awareness of safer gambling/harm minimisation practices
- know where to find safer gambling/harm minimisation information.

### **Management actions and responsibilities:**

- enrol team members into training
- provide support and coaching
- refuse gambling services to unduly intoxicated customers
- ensure customers requesting self-exclusion are referred to security immediately
- communicate and document issues of concerns including any action taken.