

RSL Sub-Branch Incorporated

RSL Responsible Gambling Code of Conduct

March 2009



Gambling Code of Conduct

This RSL Sub-Branch is committed to the objects and purposes of the Returned & Services League. Such objects include the care and assistance of veterans and their families, and involvement and commitment to the members of the local community. The Sub-Branch accepts the responsibility for the care of its members and visitors to the Sub-Branch, including the responsible supervision of gambling and associated activities. The following is the Sub-Branch's Responsible Gambling Code of Conduct.

1. Venue commitment to Responsible Gambling

Responsible gambling in a regulated environment is when consumers have informed choices and can exercise a rational and sensible choice based on their circumstances. It means a shared responsibility with collective action by the gambling industry, government, individuals and communities.

The Sub-Branch commits to this policy as part of its commitment to the care of its members and the community.

This message is displayed at the entrance to the gaming room and/or at the cashier's station in the gaming room. The message is also displayed in the Sub-Branch where Club Keno is sold.

2. Availability of the Code of Conduct

This Code will be made available in written form, including in major community languages, to customers upon request. A sign advising customers of this is displayed at the gaming room entrance or the cashier's station in the gaming room.

The Code will also be available in community languages at the Returned & Services League of Australia (Victorian Branch) Inc. website being www.rslvic.com.au

Languages will include:

- o Greek
- o Italian
- o Vietnamese
- o Chinese
- o Arabic
- o Turkish
- o Spanish

3. Responsible Gambling Information

This RSL Sub-Branch displays responsible gambling information in a range of forms, including brochures, posters, and Electronic Gaming Machine (EGM) on-screen Player Information Displays (PIDs).

Examples include:

(a) How to gamble responsibly

PLAYING THE POKIES KNOW THE FACTS

WHO REALLY WINS?
Poker machines are a form of entertainment that you pay to use. The longer you play a poker machine, the more likely you are to lose and the more you have paid in the machine.
FACT: The overall chance of winning is always against you and your chances of winning are very low.

HOW DO THE POKIES WORK?
Poker machines are a form of entertainment that you pay to use. The longer you play a poker machine, the more likely you are to lose and the more you have paid in the machine.
FACT: The overall chance of winning is always against you and your chances of winning are very low.

WHAT ARE MY CHANCES OF WINNING?

HOW DO GAMING MACHINES WORK?
IT'S IMPORTANT TO UNDERSTAND THE MACHINES. Most poker machines in Victoria have the 'hold' and 'spin' modes. Each time you play a poker machine, the computer program decides which symbols appear. Making you feel like you influence the symbols that appear.
The computer's choice of symbols is always random and not based on how long you have played. The symbols chosen for each spin are also determined independently of each other spin.
THE MACHINE IS ALWAYS PLAYED TO PAYOUT
Poker machines are programmed to pay out a certain amount of money. The payout is based on the amount of money you have put in. A machine that has a high payout will have a higher chance of paying out to the player.
THE PAYOUT PERCENTAGE IS THE WINNER
The return to player (RTP) is the average amount you will get back on a dollar of the computer's random choice. It is the difference between the amount you put in and the amount you get back. It is based on millions of spins, but it is not based on the number of spins you play. There is no individual guarantee for an individual player's machine. Usually, the RTP is around 90%.

THE REAL CHANCE OF WINNING.

Amount of Credits	Chance of Winning (1 in...)
More than 100 credits	1 in 1,000,000,000
100 to 1000 credits	1 in 100,000,000
10 to 100 credits	1 in 10,000,000
1 to 10 credits	1 in 1,000,000
1 credit	1 in 100,000

AT THREE O'CLOCK YOU HAVE TO PLAY SEVEN GAMES IN A ROW TO HAVE A 50:50 CHANCE OF WINNING 500 CREDITS.

BUT YOU HAVE TO PLAY MORE THAN 1,000 GAMES IN A ROW TO HAVE THE SAME CHANCE OF WINNING 500 CREDITS.

(b) How to make and keep a pre-commitment decision

SET YOURSELF A LIMIT & DO NOT EXCEED IT

YOU CAN BE AN INFORMED GAMBLER.

Did you know, on most gaming machines in Victoria you can check-out the odds of winning, see the rules of the game and check statistics about your chances of winning? They even let you track your play so you can keep an eye on how much time and money you are spending.

PRESS THE **I** BUTTON TO CHECK IT OUT AND MAKE SURE YOUR GAMBLING STAYS FUN.

If you need the more information, please ask gaming machine staff.

DON'T CHASE YOUR LOSSES WALK AWAY

(c) The availability of support services

HEADING TOWARDS A GAMBLING PROBLEM?

YOUR NEXT STEPS EASIER THAN YOU THINK

YOUR NEXT STEPS EASIER THAN YOU THINK. If you're heading towards a gambling problem, there are things you can do to help yourself. You can get help from a professional, like a counsellor or a therapist. You can also get help from a support group. You can also get help from a friend or family member. You can also get help from a professional, like a counsellor or a therapist. You can also get help from a support group. You can also get help from a friend or family member.

SCAFFOLD TO PUT YOUR GAMBLING FIRST?

DO YOU THINK ABOUT GAMBLING EVERY DAY?
DO YOU FEEL YOUR GAMBLING TAKES UP MOST OF YOUR TIME?
DO YOU GAMBLE ALREADY?
DO YOU SPEND MORE TIME OR MONEY THAN YOU WANT?
DO YOU EVER BORROW MONEY TO GAMBLE?
DO YOU EVER FEEL OF GAMBLING IS GETTING THE BEST OF YOU?
DO YOU EVER FEEL OF GAMBLING IS GETTING THE BEST OF YOU?

GAMBLER'S HELP 1800 130 700

THINK OF WHAT YOU'RE REALLY GAMBLING FOR

- (d) The payment of winnings policy

By law, all winnings or accumulated credits of \$1,000 or more must be paid in full by cheque that is not made out to cash. These winnings cannot be provided as machine credits.

- (e) The prohibition on the provision of credit for gambling

The *Gambling Regulation Act 2003* prohibits this venue from providing credit to customers for playing gaming machines.

- (f) The RSL Sub-Branch's self-exclusion program

This RSL Sub-Branch provides a self-exclusion program. For information about the program, customers may speak with the Responsible Gaming Officer/Gaming Duty Manager or pick up a copy of the Self-Exclusion brochure displayed in the gaming room. Material in relation to the self-exclusion shall be made available at the RSL Sub-Branch.

Display screens at the RSL Sub-Branch also periodically show responsible gambling tips and contact information details for problem gambling support services. *(This is only applicable where the RSL Sub-Branch has display screens that are capable of displaying this information.)*

- (g) Further information

This RSL Sub-Branch provides customers with further information regarding responsible gambling, including:

- o How to access the Commonwealth Government's website 'Understanding Money' www.understandingmoney.com.au
- o How gamblers and their families or friends can find gambling support services and self-exclusion programs and the State Government's problem gambling support website www.problemgambling.vic.gov.au

4. Gambling Product Information

The rules for each Electronic Gaming Machine (EGM) game, including the chances of winning, are available by going to the Player Information Display (PID) screens on the machine. Information on how to view the PID screens is available from a member of staff and/or by reading the Player Information Display (PID) brochure, available within the gaming room at a minimum.



Club Keno game rules are available for inspection at each Club Keno sale location (applies only to RSL Sub-Branches where Club Keno is sold).

Club Keno Game Guides including 'How to Play' instructions are available at each Club Keno sales point (applies only to RSL Sub-Branches where Club Keno is sold).

5. Pre-commitment Strategy

This RSL Sub-Branch encourages customers who play Electronic Gaming Machines (EGMs) to set a time and money limit according to their circumstances. Signs in the gaming room and on EGMs recommend that a member or visitor set a limit and keep to it.

All EGMs at the RSL Sub-Branch enable a player to track the time and amount of money spent during a session of play. Information on how to activate session tracking is available from venue staff and in the Player Information Display (PID) brochure displayed in the RSL Sub-Branch.



This RSL Sub-Branch also displays signs and brochures in the gaming room with information on the triggers that can lead to overspending. These include:

- i. Gambling every day or finding it hard to stop at closing time.
- ii. Gambling for long periods, that is, for three hours or more without a break.
- iii. Avoiding contact while gambling, communicating very little, barely reacting to events going on around the player.
- iv. Trying to borrow money from staff or other customers or continuing to gamble with the proceeds of large wins.
- v. Aggressive, anti-social or emotional behaviour while gambling.
- vi. Trying to win back what has been lost.
- vii. Gambling when feeling stressed or unhappy.
- viii. Losing control because of too much alcohol.

6. Interaction with Customers

The staff at this RSL Sub-Branch are committed to providing consistently high levels of customer service, including being constantly aware of its members or visitors and the RSL Sub-Branch's responsibility towards Responsible Gambling.

This RSL Sub-Branch has a nominated Responsible Gambling Officer. A person who approaches a staff member and asks for information on problem gambling services or indicates a problem with their gambling will be directed to the Responsible Gambling Officer / Gaming Duty Manager for assistance.

The RSL Sub-Branch in interacting with customers shall do so in a sensitive manner and have due regard to the privacy of such persons.

A customer displaying signs of distress or unacceptable behaviour will be approached by a staff member who will offer assistance. These signs may include, but not be limited to:

- A person either gambling every day or finding it difficult to stop gambling at closing time;
- Gambling for extended periods. That is, gambling for three hours or more without a break;
- Avoiding contact while gambling, communicating very little with anyone else, barely reacting to events going on around them;
- Making requests to borrow money from staff or other customers or continuing to gamble with the proceeds of large wins;
- 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 ordering the customer some refreshments (eg. Cup of tea or coffee) in a quieter, more private part of the gaming venue.

If the behaviour could be due to problem gambling, the customer will be referred to the Responsible Gambling Officer.

Contacts with customers by the Responsible Gambling Officer are recorded in a Responsible Gambling Incident Register and include action taken. This register is covered by the Privacy Act. Details to be included in the incident register include:

- The date and time of the incident;
- The name(s) of the staff member(s) involved;
- The name of the customer involved (if available);
- An outline or overview of the incident;

- Action taken by staff (eg: the provision of Gambler's Help/Self Exclusion information);

7. RSL Sub-Branch Employees Gambling Policy

- (a) Employees at this RSL Sub-Branch are not permitted to gamble on gaming machines at this venue at any time.
- (b) Off-duty employees at the RSL Sub-Branch may gamble at the Sub-Branch premises provided they are not in uniform and not wearing their gaming licence identification and have been absent from the Sub-Branch premises since their last rostered shift
(strike out (a) or (b))**

Each year responsible gambling professional development sessions for staff are held in conjunction with the local Gambler's Help service. Information about responsible gambling and problem gambling support services and this Code is included in the package received by staff members when they start employment.

In the event of a staff member showing signs of problem gambling, the RSL Sub-Branch shall actively arrange for the employee to receive professional and other such appropriate support, and shall actively encourage the employee to take advantage of such professional support.

8. Problem Gambling Support Services

The RSL Sub-Branch is committed to maintaining strong links with local problem gambling support services. Senior staff from this RSL Sub-Branch will meet regularly with the local Gambler's Help.

- Examples of these meetings may include:
 - Holding annual staff training session, run by the local Gambler's Help service;
 - Twice yearly meetings between the RSL Sub-Branch/Manager and the Gambler's Help service.

Details of these meetings will be kept in a Responsible Gambling Folder/Register to be located in the Gaming Room. The meeting details must include:

- Time and date of the meeting;
- Attendees at the meeting;
- Topics discussed;
- Outcomes/action items from the meeting;
- Next meeting date.

9. Customer Complaints

A member or visitor with a complaint about the operation of this Code of Conduct should make it in writing directly to the RSL Sub-Branch management. All complaints will be checked by the RSL Sub-Branch manager to make sure that they are about the operation of this Code. Complaints about customer service or machine operations should go directly to the RSL Sub-Branch manager / staff on duty. RSL Sub-Branch staff will assist customers with this process if asked.

Complaints will be investigated sensitively and as soon as possible.

Complaints will be resolved in the following way:

- o All complaints will be acknowledged promptly;
- o If it is decided not to investigate the complaint as it does not relate to the operation of the code, you will be informed of the reasons;
- o During the investigation of your complaint the Venue Manager may seek information from the staff member concerned on the subject of the complaint;
- o The Venue Manager will seek to establish whether you have been treated reasonably and in accordance with the Responsible Gambling Code of Conduct;
- o If your complaint is substantiated, the Venue Manager will inform you of the action that is to be taken to remedy the problem;
- o You will always be informed of the outcome of your complaint;
- o Complaint details will be maintained in the Responsible Gambling Folder/Register;
- o Information about the complaints will be provided to the VCGR if requested.

If a complaint cannot be resolved at the venue it goes for mediation to the Institute of Arbitrators and Mediators Australia (IAMA). Either party involved in the complaint may contact the IAMA. To initiate a complaint either party can go to IAMA's website (www.iama.org.au), download a Dispute Resolver form, and then submit this completed form with the relevant fee to the IAMA. The mediator will then contact both parties to facilitate a resolution. These forms are also available at this venue.

Note: complaints sent to this independent body for mediation may be expensive. All parties are urged to attempt to resolve the matter at the venue level before going to professional mediation.

Documentation regarding all complaints (both valid and invalid) against the code must be maintained in the Responsible Gambling Folder/Register for access by the VCGR as required.

10. Minors

Gambling by minors is prohibited. Signs are located at every gaming room entrance banning minors from entering the room. Staff must ask for proof of age if they are uncertain whether a person is at least 18. If this cannot be produced, the person must be asked to leave the RSL Sub-Branch.

11. Gambling Environment

To ensure that people are aware of the passage of time, clocks are located in all major areas of the RSL Sub-Branch and staff will include a statement regarding the time of day when making announcements of Sub-Branch activities.

Activities may include:

- Announcing that morning tea is available;
- Announcing a member's draw;
- The commencement of activities such as morning melodies, exercise classes, and other activities conducted at the Sub-Branch;
- The conduct of Stand To by the RSL Sub-Branch at 6:00pm.

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

12. Financial Transactions

This RSL Sub-Branch does not cash cheques from members and visitors.

A sign stating this is displayed at the cashier's station in the gaming room.

Winnings below \$1,000 from gaming machines at this RSL Sub-Branch can be paid by cash and/or cheque. For winnings or accumulated credits of \$ 1,000 or more, the entire amount must, by law, be paid by cheque. These winnings or accumulated credits cannot be provided as machine credits.

A Prize Payment Register is maintained in the gaming room.

13. Advertising and promotions

Unaddressed advertising of Electronic Gaming Machine (EGM) gambling products is prohibited in Victoria.

All non-EGM advertising undertaken by or on behalf of the RSL Sub-Branch will comply with the advertising code of ethics adopted by the Australian Association of National Advertisers.

Each prospective advertisement and promotion will be checked against a checklist developed from the AANA Code of Ethics to ensure compliance.

Further this venue will ensure that our advertising materials will:

- Not be false, misleading or deceptive about odds, prizes or the chances of winning;
- Not be offensive or indecent in nature;
- Not create an impression that gambling is a reasonable strategy for financial betterment;
- Not promote the consumption of alcohol while purchasing gambling products;
- Have the consent of any person identified as winning a prize prior to publication.

14 Implementation of the Code

The Code is part of the induction information given to all new staff when they start employment. Staff members employed when the Code was introduced have received training about its purpose, contents and procedures.

Matters raised by staff or customers about the Code should go to the Responsible Gambling Officer/Duty Manager for attention.

Staff members who effectively implement and adopt the practices in the Code will be recognised by venue management.

All members of the Sub-Branch Committee shall be provided with the same information and the same induction as is received by the Sub-Branch employees.

15. Review of the Code

This Code is reviewed annually to ensure that it complies with the Gambling Regulation Act in addition to any other relevant Ministerial directions. The review seeks feedback from all relevant stakeholders, including the Committee of the Sub-Branch, the Sub-Branch staff, and problem gambling support services.

Required changes will be noted and then implemented where possible. Any changes will be recorded in the venue's Responsible Gambling Folder/Register.