



MERCURY

RESPONSIBLE GAMBLING

CODE OF CONDUCT FOR

White Eagle House

2020

Version 4 per Ministerial Directions Friday 21 February 2020



The White Eagle House

INTERPRETATIONS

Definitions

Term	Meaning
Gaming machine	electronic gaming machine
Management	the management of this Venue
RGO	a responsible gambling officer appointed under clause 5
Responsible gambling register	the register maintained at this Venue in which the information required under the Code is recorded, and may also be the liquor and/or AML/CTF registers
Self Exclusion Program	the self exclusion program adopted by this Venue and implemented at this Venue
RSG	responsible service of gaming
Venue	the premises in respect of which the Code has been adopted and, where the context implies, the entity responsible for the management of this Venue which may be the venue operator or Management



1. RESPONSIBLE GAMBLING MESSAGE

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

To discharge this duty, this Venue has adopted the following Responsible Gambling Message:

This Venue is an integral part of its community.

The Management is committed to the wellbeing of its customers, staff and the wider community that it serves. We strive to deliver all our services in a responsible and sustainable manner. As part of this commitment, we have adopted this Responsible Gambling Code of Conduct and will provide the necessary resources (financial and human) to support the proper operation of the Code at this Venue.

The Code is designed to assist the Management and staff to provide gambling in a socially rewarding, enjoyable and responsible manner.

RGOs have been appointed to ensure compliance with the Code and the Self Exclusion Program at this Venue, and an RGO is available at all times to assist patrons with responsible gambling matters.

Customers are encouraged to ask staff to identify the RGO.

2. DISTRIBUTION OF COPIES OF THE CODE TO VENUE STAFF & CODE TRAINING

2.1 Copies of the Code will be available at the Venue or on the Venue's website for every staff member to access.

2.2 Staff members must comply with the legislation requiring RSG training and RSG refresher training.

2.3 New staff must complete the accompanying Staff Training Manual within the first month of commencing work in the gaming room at the Venue.

2.4 All Staff must complete the accompanying Staff Training Manual within one month of the Code's adoption by the Venue and then at least every second year.

2.5 New copies of the Code must be made available to each staff member when any changes are made to the Code.



3. AVAILABILITY OF THE CODE TO CUSTOMERS

3.1 A copy of the Code must be available on the following websites:

- (a) www. (fill in your Venue's website address)
- (b) www.mgv.org.au

3.2 A printed copy of the Code must be made available to customers upon request.

4. RESPONSIBLE GAMBLING REGISTER

4.1 The responsible gambling register must be kept at the Venue and made available to VCGLR inspectors upon request.

4.2 This Venue must ensure that details of all responsible gambling incidents and interventions are recorded in the responsible gambling 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.

4.3 This Venue must retain the information in the responsible gambling register for not less than six months from the day it was recorded in the responsible gambling register.

4.4 The information in the responsible gambling register may be made available to a Venue Support Worker for training and development purposes provided that information does not include the name or identifying characteristics of any customer.

5. RESPONSIBLE GAMBLING OFFICERS

5.1 This Venue has appointed some staff as RGOs:

- (a) who are responsible for ensuring compliance with the Code and the Self Exclusion Program at this Venue;
- (b) who have completed the prescribed responsible service of gaming training;
and
- (c) one of whom will be available in the gaming machine area at all times gaming machines are available for gaming.

5.2 There must be a sign on display prominently in the gaming machine area advising that an RGO is available for assistance at all times.



5.3 An RGO must 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 customers 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 at this Venue.

6. INTERACTION WITH CUSTOMERS – COMMUNICATIONS WITH GAMBLERS

6.1 Venue staff must make every effort to know the customers and what is usual for each customer when playing gaming machines. Venue staff should encourage customers to feel comfortable about telling them if they are experiencing difficulties. This will assist staff to identify if a customer is vulnerable to problem gambling at a particular time and if intervention is appropriate.

6.2 This Venue must ensure that communications with customers do 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 lawful loyalty scheme); or
- (c) reinforce or encourage fallacies or misconceptions about gaming machines, including but not limited to:
 - (i) telling a customer that he or she 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;
 - (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 he or she deserves to win.

6.3 This Venue must take reasonable steps to ensure that communications with customers do not encourage intensive and prolonged gaming machine play.

6.4 With the exception of EFTPOS signage, this Venue must not induce a customer to:

- (a) withdraw money, or withdraw more money, from a cash facility; or
- (b) leave the Venue to obtain money, or obtain more money, to enable that customer to play, or to continue to play, a gaming machine.

6.5 This Venue may however direct a customer to a cash facility when requested to do so by a customer.

7. INTERACTION WITH CUSTOMERS – INTERVENTION WHEN THERE ARE SIGNS OF DISTRESS

7.1 This Venue must take all reasonable steps to ensure the gaming machine area and entrances to the gaming machine area are monitored at all times gaming machines are available for gaming.

7.2 This Venue must take all reasonable steps to ensure that customers in the gaming machine area are regularly observed to monitor behaviour that is consistent with gambling harm.

Behaviour that is consistent with gambling harm may include, but is not limited to:

- (a) approaching staff and asking for information about problem gambling services;
- (b) telling staff that the customer has a problem with their gambling;
- (c) displaying signs of distress or unacceptable behaviour;
- (d) acting aggressively or in an overtly anti-social or emotional manner including physically attacking gaming machines or crying after losing money;
- (e) gambling every day over an extended period of time and having difficulty leaving at closing times;
- (f) gambling for excessively long periods of time without a break;
- (g) requesting to borrow money from staff;
- (h) playing multiple gaming machines simultaneously;
- (i) reserving a gaming machine in order to play another gaming machine;
- (j) avoiding contact while gambling and being non-communicative and unaware of surroundings; and
- (k) refusing to take a break away from the gaming machine area after being asked to do so.



- 7.3 If Venue staff observe any behaviour that is consistent with gambling harm, including anything listed in paragraph 7.2., the RGO must assess the situation and intervene in such a manner as the RGO considers appropriate. The intervention may take the form of one or more of the following:
- (a) encouraging the customer to consider food or beverage offers available at the Venue which would allow a break in play from the gaming machines;
 - (b) offering the customer some refreshments (i.e. tea or coffee) in a quieter, more private part of the gaming venue where the customer has the opportunity to request appropriate support information in a confidential manner;
 - (c) assisting the customer with travel arrangements in order to depart the Venue;
 - (d) providing the customers with information on gambling support; and
 - (e) explaining how the Self Exclusion Program works and providing information on how to access the Program.
- 7.4 This Venue must not encourage or induce a customer to engage in intensive or prolonged gaming machine play.
- 7.5 If a customer has been observed playing gaming machines for a prolonged period without a break the RGO will first consider asking the customer to take a break away from the gaming machine area before any other intervention.
- 7.6 If 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, the RGO will first consider asking the customer to take a break away from the gaming machine area before any other intervention.

8. GAMING VENUE STAFF

- 8.1 This Venue must ensure that staff do not play gaming machines at this Venue on a rostered day of work.
- 8.2 This Venue must provide information to staff so that they are aware of their increased risk of harm from gambling.

9. INTERACTION WITH PROBLEM GAMBLING SUPPORT SERVICES

This Venue must ensure that Management and RGOs meet with this Venue's nominated venue support worker at least once every six months.



10. THE GAMBLING ENVIRONMENT

- 10.1 This Venue must not encourage a customer to play multiple gaming machines simultaneously.
- 10.2 This Venue must take all reasonable steps to discourage a customer from reserving a gaming machine in order to play another gaming machine.
- 10.3 During the opening hours of food and beverage facilities outside the gaming machine area, this Venue must ensure that a customer can order and be served food and beverage without having to enter the gaming machine area.
- 10.4 This Venue 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 and not as an inducement to gamble or stay longer at the gaming machine.