



Venue Support and Responsible Gambling

#ManyWays16



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ISIS Primary Care

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Victorian Responsible Gambling Foundation

Dispelling Client Myths About Gambling – Rob Wootton

The Finished Product – the Manual



The Clinical Development Project



The Original Project Reasoning and Deliverables

Designed to assist Therapeutic Counsellors to “talk the talk” with respect to their client’s gambling types by producing:

- a comprehensive manual for counsellors explaining the operation of the common gambling types
- worksheets and/or factsheets for clients to take away, and
- A DVD dispelling myths for each gambling type



The Clinical Development Project

The Actual Project Deliverables

- ✓ a comprehensive manual for counsellors explaining the operation of the common gambling types
- ✓ worksheets and/or factsheets for clients to take away,

BUT

- ❖ The DVD dispelling myths for each gambling type was withdrawn after production as *“there were a number of concerns around the visual and audio elements and even with these removed it was felt that the DVD lost continuity and was not useable”*.

How to use the Manual



Each chapter has the following sections:

- a) Questions to ask your client to gauge what they know and don't know about their main gambling form;**
- b) Information to enable you to inform clients based on their responses to the questions;**
- c) Fact Sheets and/or worksheets to give to clients to read, and/or fill in, to increase their take-up of factual information to replace the myths; and**
- d) An advanced section as an Appendix for those clients/counsellors who need or want more detailed and technical data.**

What to do **B4** using the manual



- Read each chapter carefully and practise the gambling types – NOT FOR REAL MONEY PLEASE!
- Make sure you fully understand the questions and answers before you present the questions to clients
- Start with EGMs – the most common gambling type amongst clients
- Once you've mastered the content in the question sheets, start using them with clients
- If you don't understand something, ask me – I'm available by email and phone so there are no excuses

Let's try the EGM chapter

The Questions to ask Clients



- 1. When you push the PLAY button on an EGM, what do you think happens?*
- 2. Do you believe EGMs pay out more or less than usual at certain times of the day or only on certain days of the week?*
- 3. Do you believe that, by playing maxbet of \$5, you have a better chance of getting a winning combination?*
- 4. Do you think some poker machines are luckier than others?*
- 5. Do you believe that gaming machines can be tricked into paying out by altering the number of lines played?*
- 6. Do you believe that the venue manager and/or venue staff can control which machine will pay out and when?*
- 7. Do you believe if someone hits a jackpot at the machine you were just playing that it would have been your jackpot if you'd stayed there?*

When you push the PLAY button on an EGM, what do you think happens?



1. The most common answer will be that it starts the reels spinning and displays the symbols when it stops.

The actual operation is as follows:

- a) Pushing the PLAY button – selects a random number
- b) The computer then selects the matching set of symbols for that random number from the pay table.
- c) The computer then displays the symbols for that random number by ‘pretending’ to spin the reels and finally displaying the symbols

It should be stressed that the Random Number Generator operates continuously at the rate of about 1 million cycles per second – pushing the button selects the random number generated at that particular millionth of a second.

Do you believe EGMs pay out more or less than usual at certain times of the day or only on certain days of the week?

2. The most common answer is yes they do.

The truth is that there is no set time or day that an EGM is certain to pay out. Each PLAY is independent of the previous result and the outcome is totally random. EGMs cannot be programmed to pay out at a particular time. The random number generator doesn't know what time or day it is.

**THE
ANSWER**

Do you believe that, by playing maxbet of \$5, you have a better chance of getting a winning combination?

3. Some players do believe betting maxbet increases odds of a winning combination.

This is entirely untrue as the EGM random number generator doesn't know how much you've played. Again the outcome is independent of the amount of money played.



Do you think some poker machines are luckier than others?



Questions
are
guaranteed in
life;
Answers
aren't.

4. Most players will say that their favourite machine is luckier than others.

This is not true at all. Each EGM has a game-set and a random number generator which results in a minimum of 85% being returned to the player. Regardless of the manufacturer, the type of game or the denomination of the EGM, over the course of a calendar year, the total amount returned to the player by a venue **MUST** be 85% or more

Do you believe that gaming machines can be tricked into paying out by altering the number of lines played?



5. The random number generator doesn't know how much you've bet or how many lines you've played. The outcome is totally independent of these and any other strategies so the machine cannot be tricked into paying out.

Do you believe that the venue manager and/or venue staff can control which machine will pay out and when?

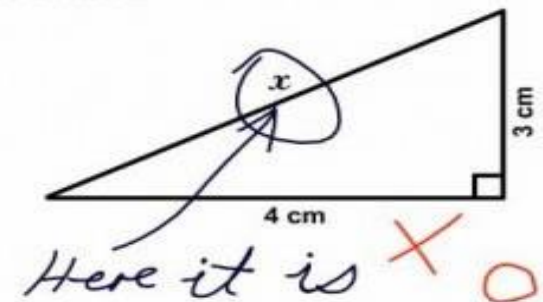
6. The venue has no control over payouts. The only thing a venue can control is the return to player and this must be done via the monitoring agency Intralot. It cannot be done by the venue itself.

Do you believe if someone hits a jackpot at the machine you were just playing that it would have been your jackpot if you'd stayed there?

7. The only way you could have got that jackpot is if you pushed the button at the precise microsecond that the other player did.

Considering it takes a minute to vacate a machine and another minute for the other person to start playing, that's 120 seconds or 120 million cycles of the random number generator. That's a one in a 120 million chance.

3. Find x .



Are You Lost Yet?



Some of the material above will be unfamiliar to you and may sound a bit like a foreign language if you don't know enough about the gambling products in which your clients participate.

That's why we've produced these materials.

You DO NOT need to be an expert but, familiarisation with the operation of the 'game' will assist you **and** your clients in your counselling role.



Thank You!

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The manual is on the VRGF Professionals Extranet under
Clinical Development Projects

Questions?