

Support kit for reopening safely: gaming venues

This document provides information to support gambling harm minimisation among patrons.

What's changed since venues closed?

Some patrons may be under considerable emotional and/or financial stress due to COVID-19.

Patrons experiencing a pent-up urge to gamble are likely to be at risk of gambling harm.

Patrons in the high-risk category for both COVID-19 and gambling harm are likely to be older and gamble regularly, highlighting the importance of being COVIDSafe.

What are gaming venue staff required to do?

Staff must comply with responsible service of gaming obligations and the new COVIDSafe requirements.

Responsible service of gaming means looking out for patrons who may be at risk of gambling harm and offering them support. Staff can do this by:

- getting to know, or reconnecting with patrons by making an effort to say hello and have a chat with them (from a COVIDSafe distance)
- interacting regularly with patrons on the gaming floor
- being aware of common signs of gambling harm (as covered in the Responsible Service of Gaming training)
- monitoring patrons for signs of distress and, if concerned about anyone, informing the responsible gambling officer
- being familiar with available support services and self-exclusion processes
- seeking approval for additional training through the Venue Support Program.

Gambling harm can happen to anyone
Gambler's Help is available 24/7 for a free confidential chat on 1800 858 858.

Resources

Additional information for staff and patrons is provided in the resources below, which you may like to display in your venue. All are available as a free download from our website: responsiblegambling.vic.gov.au/reopening

You can play a role in preventing gambling harm

Get to know your patrons
Make the time and effort to say hello and have a chat with patrons. Form a COVID-safe distance. Build rapport with them that will help you to spot any changes in their behaviour.

Monitor the gaming room
Look out for changes in behaviour and signs of distress in patrons.

Remember the signs of gambling harm
When you know how gambling harm can affect patrons and their behaviour, you can assist them to get support. Signs of gambling harm include:

- coming to the gaming room as soon as it opens
- leaving the venue to withdraw extra cash
- playing very fast or betting large amounts
- superstitious behaviour towards gaming machines
- emotional distress
- losing track of time while playing

Respond, refer and record
If you see signs that a patron is in distress, you should inform the responsible gambling officer on the gaming floor. They will assess and respond to the situation. Record the incident in your venue's responsible gambling register as soon as possible.

Talk to your manager about free training available through the Venue Support Program. Gambling harm can happen to anyone. Gambler's Help is available 24/7 for a free confidential chat on 1800 858 858.



"I planned my visit and it made all the difference."

I thought about how much money I could spend, then stuck to my limit even though I finished earlier. I kept in mind to take regular breaks to clear my head.

Need some advice? Call Gambler's Help on 1800 858 858 for a free confidential chat, 24/7.

Scan for more resources.



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We're here to support you.

Harm from gambling can happen to anyone. If gambling is affecting you, talking, sharing and getting support will help you feel better.

Call Gambler's Help on 1800 858 858 for a free confidential chat 24/7.



'I'm worried about my gambling.'

'Thanks for telling me. I can help.'

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Find out more

Coronavirus (COVID-19) information for licensees

vcglr.vic.gov.au/covid-19

Venue Support Program

responsiblegambling.vic.gov.au/venuesupport

Responsible Service of Gaming training

justice.vic.gov.au/safer-communities/gambling/responsible-service-of-gaming-training

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