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# Adelaide Casino Responsible Gambling Code of Practice

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*As in force on 1 December 2008*

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## SOUTH AUSTRALIA

### CASINO ACT 1997

# Adelaide Casino Responsible Gambling Code of Practice

*[As in force on 1 December 2008]*

This is the responsible gambling code of practice for the purposes of section 41B of the *Casino Act 1997*:

## 1. Purpose

This code provides a framework through which Skycity Adelaide Pty Ltd, the holder of the casino licence (“**gambling provider**”), can ensure that its general gambling practices are consistent with the community’s expectations that the licensed business will be conducted in a responsible manner so as to minimise the harm caused by gambling.

## 2. Venue responsible gambling documents

The gambling provider will—

- (a) in each gambling area—
  - (i) display prominently a sign indicating that gambling operations are governed by a code of practice; and
  - (ii) ensure that a copy of this code is made available to people in the gambling area, on request; and
- (b) for each gambling area, prepare and keep current a document detailing—
  - (i) the manner in which staff training and measures for intervention with problem gamblers are implemented; and
  - (ii) the roles of staff (described by name or by job title) in the implementation of this code.

## 3. Legislation and regulation

The gambling provider will—

- (a) conduct its business in accordance with all applicable laws and legal requirements; and
- (b) co-operate with regulatory bodies and government agencies in all matters, including their investigations of compliance with legal obligations.

**4. Gambling areas**

- (1) The gambling provider will ensure the prominent display of a warning message—
  - (a) on each gaming machine—
    - (i) on the cabinet of the gaming machine—in the form of the condensed warning message and (or within) a helpline sticker;
    - (ii) if the gaming machine is capable of displaying a message on a second game screen in a manner approved by the Authority—in the form of an expanded warning message on that second screen;
  - (b) in the form of the condensed warning message and (or within) a helpline sticker on or near each gaming table.
- (2) The gambling provider will ensure that the time of day is prominently displayed throughout gambling areas.
- (3) The gambling provider will take all reasonable and practicable steps to ensure that a person plays no more than one gaming machine at a time, including—
  - (a) the gambling provider displaying a warning sign that it does not permit any person to play more than one gaming machine at a time; and
  - (b) the gambling provider giving a warning to a patron offending for the first time and, should such a warning not be heeded, asking the patron to leave the gaming room for 24 hours.
- (4) The gambling provider will ensure that a copy of the gambling rules is available to customers in each gambling area.

**5. Customer information and signage**

- (1) The gambling provider will—
  - (a) prominently display responsible gambling materials (including a poster and a pamphlet) in gambling areas in a form which includes—
    - (i) if it is not reasonable or practicable to include an expanded warning message, the condensed warning message; or
    - (ii) an expanded warning message, rotated according to the protocol set out in clause 11(2); and

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(b) make available its responsible gambling poster and pamphlet in the following 5 languages other than english—

- (i) arabic;
- (ii) chinese;
- (iii) greek;
- (iv) italian;
- (v) vietnamese—

together with any other language which the gambling provider considers appropriate.

(2) The gambling provider will—

- (a) ensure the prominent display of the condensed warning message and (or within) a helpline sticker on or near each ATM;
- (b) ensure that a quantity of helpline cards is available at or near each gaming machine and gaming table, on or near each ATM and at other places throughout gambling areas.

(3) The gambling provider will take all reasonable steps to ensure that a patron who demonstrates difficulty in controlling his or her personal expenditure on gambling products has his or her attention drawn to the name and telephone number of a widely available gambling referral service.

(3A) The gambling provider will—

- (a) identify a gambling rehabilitation agency that patrons can readily access (including the name of the manager of that agency and its address);
- (b) ensure that staff are sufficiently informed about the identity of the gambling rehabilitation agency so as to be able to direct patrons to the agency;
- (c) ensure that management level contact is established and maintained with the gambling rehabilitation agency about problem gambling matters.

(4) The gambling provider will—

- (a) from time to time file with the Authority; and
- (b) to the greatest extent practicable, publish on its website (if it has one) a representation of—

the responsible gambling materials referred to in sub-clause (1).

- (5) The gambling provider will reinforce its responsible gambling policy in appropriate customer newsletters and other communications.

**5A. Coin availability**

- (1) The gambling provider will ensure that coin can only be obtained from—
- (a) a cashier; or
  - (b) an automated coin dispensing machine which is located so as to enable patron activity to be monitored.
- (2) The gambling provider will ensure that patron activity on automated coin dispensing machines is routinely and regularly monitored.

**6. Alcohol and gambling**

- (1) The gambling provider will take all practicable steps—
- (a) to prevent a person who appears to be intoxicated from being allowed to gamble; and
  - (b) to prevent the entry of intoxicated people into gambling areas, or them remaining there; and
  - (c) to ensure that alcohol is not supplied to reward, promote or encourage continued gambling; and
  - (d) to provide education to staff about the effect of alcohol on patrons; and
  - (e) to include guidelines to recognise excessive alcohol consumption in staff training programs.
- (2) The gambling provider will ensure that a person is not served alcohol while seated or standing at a gaming machine.

**7. Children**

It is recommended that the gambling provider develop a protocol addressing the issue of young children (being children aged 10 years or less) who may otherwise be left unattended on the gambling provider's premises or in a motor vehicle parked in a car park over which the gambling provider has direct power and control.

**8. Cheques**

- (1) The gambling provider will not cash cheques in a gambling area, unless the Authority has given an exemption from this prohibition to the gambling provider in respect of the gambling area, by notice in writing

stating the reason for the exemption (such as the location of the premises containing the gambling area).

- (2) The gambling provider will, if requested to provide a cheque in respect of an undisputed prize, winnings or redemption of credits in aggregate of \$1 000 or more, provide the cheque as soon as practicable and, in any event, within 30 minutes after the patron makes the request and completes any formalities required by law.

**8A. Internal reporting of problem gamblers**

- (1) The gambling provider will establish a reporting process in respect of the identification of suspected problem gamblers by gaming staff and the recording of those gamblers' details.
- (2) The gambling provider will ensure that a gaming manager—
  - (a) reviews the record of suspected problem gamblers on a regular (at least fortnightly) basis; and
  - (b) documents, as part of the record, any steps taken to intervene in suspected problem gamblers' gambling behaviour.

**9. Self-exclusion facility**

- (1) The gambling provider will facilitate the indefinite voluntary exclusion of customers from one or more identified gambling areas.
- (2) The gambling provider will ensure that every approach by a customer about self-exclusion is responded to while the customer is on premises or on the telephone.
- (3) Self-exclusion will include—
  - (a) provision of a translation service (which may be a telephone interpreter service) during the application process, if requested;
  - (b) provision for immediate referral to, or liaison with, a counselling agency;
  - (c) provision for the review of self-exclusion notices with customers before notices are rescinded;
  - (d) removal of self excluded people from loyalty mailing databases.

- (4) The gambling provider will ensure, to the extent reasonably possible, that self excluded customers are not allowed to enter, or remain in, gambling areas from which they have been excluded.

**10. Staff and training**

- (1) The gambling provider will—
- (a) ensure that all staff receive problem gambling training, provided at four distinct levels—
    - (i) for all staff at induction—training which identifies problem gambling (1 hour); and
    - (ii) for staff employed in positions associated with Gaming, Food and Beverage, Security, Surveillance, and Action Hosts—further training which identifies problem gambling (2 hours); and
    - (iii) for all supervisors within the Gaming, Food and Beverage, Security, Surveillance, and Action Scheme departments—training identifying initial procedures for first level identification, and referral, of customers and supervised staff requiring assistance (4 hours); and
    - (iv) for appropriate senior employees—advanced training on the identification of, and intervention techniques for, problem gambling, including administration of the self-bar process (8 hours);
  - (b) provide refresher courses for all staff at least each two years;
  - (c) include responsible gambling information in employee newsletters and magazines; and
  - (d) display responsible gambling material in back of house areas to remind staff of policies and their responsibilities.
- (2) If the gambling provider is to use an external provider for training, that training provider must be appropriately accredited in a manner acceptable to the Authority.
- (3) Problem gambling training programs will be designed to—
- (a) provide information about the potential effect of gambling on customers; and
  - (b) include information on the recognition and identification of problem gambling traits; and
  - (c) ensure that the processes for approach, intervention, referral and follow-up are clear and well understood.
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- (4) The gambling provider will ensure that problem gambling training programs are regularly reviewed and revised.
- (5) The gambling provider will—
  - (a) make arrangements to ensure that training programs provided to its staff are the subject of an annual audit of their compliance with the requirements of this code; and
  - (b) provide a report of the outcome of each audit to the Authority within 28 days after completion.
- (6) The gambling provider will take reasonable steps to ensure that staff with a potential or actual gambling problem are identified and referred for treatment.
- (7) If the gambling provider provides training through an appropriately accredited external provider, the gambling provider may comply with sub-clauses (3), (4) and (5) through the activities of that external provider.

#### **11. Definitions and interpretation**

- (1) In this code—
  - “**ATM**” includes—
    - (a) an automatic teller machine in or near premises containing a gambling area;
    - (b) an electronic funds transfer device in or near premises containing a gambling area—  
over which the gambling provider could reasonably be expected to exercise control;
  - “**condensed warning message**” means the following message—  
“Gamble Responsibly.”;
  - “**expanded warning message**” means one of the following messages—
    - (a) “Don’t chase your losses. Walk away. Gamble responsibly.”;
    - (b) “Don’t let the game play you. Stay in control. Gamble responsibly.”;
    - (c) “Stay in control. Leave before you lose it. Gamble responsibly.”;
    - (d) “You know the score. Stay in control. Gamble responsibly.”;

(e) “Know when to stop. Don’t go over the top. Gamble responsibly.”;

(f) “Think of the people who need your support. Gamble responsibly.”;

**“gambling area”** means a public area of the Casino;

**“gambling rules”** means the rules of games from time to time approved by the Liquor and Gambling Commissioner;

**“helpline card”** means a card of approximately 9 cm by 5 cm giving the name and telephone number of a widely available gambling referral service, identified by its usual name;

**“helpline sticker”** means a sticker giving the name and telephone number of a widely available gambling referral service, identified by its usual name.

- (2) For the purposes of rotating the six expanded warning messages over 3 years, the gambling provider will—
- (a) to the greatest extent practicable, always use the same expanded warning message at the same time;
  - (b) to the greatest extent practicable, use an expanded warning message for six months at a time;
  - (c) take reasonable steps to consult with other gambling providers required to use expanded warning message with a view to ensuring, to the greatest extent practicable, that all gambling providers are using the same expanded warning message at the same time.

## **12. Operative dates and transitional**

- (1) The provisions of clauses 1–12 of this code as substituted by the Code Alteration (Adelaide Casino) (Responsible Gambling) (No. 1) 2004 apply from 30 April 2004.
- (2) The provisions of—
  - (a) clauses 2A, 4(4), 4A, 5(3A), 6A, 8A and 11(2)—as inserted by Code Alteration (Adelaide Casino) (Responsible Gambling) (No. 1) 2008; and
  - (b) clauses 4(1)(b), 5(1), 5(2), 8(2), 10(5)(a), 10(7) and 11(1)—as amended by Code Alteration (Adelaide Casino) (Responsible Gambling) (No. 1) 2008—

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apply generally from 1 December 2008, subject to the following exception—

- (c) in respect of the obligation set out in clause 5(3A) [relationship with gambling help agency]—the gambling provider will not be required to comply with the obligation until 1 May 2010.