

Gambling Regulations 2015

INSTRUMENT SPECIFYING CONTENT OF TRAINING REQUIREMENTS UNDER REGULATION 124

I, Melissa Horne MP, Minister for Consumer Affairs, Gaming and Liquor Regulation, under regulation 124(1) of the **Gambling Regulations 2015** as in force on 8 September 2020 (the regulations), specify that the content of the training modules is as follows:

First training module

For the purpose of regulation 124(1)(a) of the regulations, the content of the first training module is the online module '*Responsible Service of Gaming and You*,' that is accessible from rsgonline.vic.gov.au and includes content and multiple choice questions on:

- topic 1 titled '*The Lobby*' which covers: responsible gambling codes of conduct, entry and identification requirements and staff and venue requirements
- topic 2 titled '*The Office*' which covers: what is gambling?, gambling products, responsible gambling and self-exclusion
- topic 3 titled '*The Gaming Room*' which covers: Gamblers Help services, signs a person may have a problem with gambling, identifying customers showing signs of problems with their gambling.

Second training module

For the purpose of regulation 124(1)(b) of the regulations, the content of the second training module is the face-to-face training module '*Responsible Service of Gaming in Your Venue*', ordinarily delivered in gaming venues by venue support workers specified under regulation 125(1) of the regulations, which covers the following:

- a presentation on understanding gaming venue staff responsible gambling obligations and responsibilities, identifying signs and behaviours that indicate a person may have a problem with their gambling and responding to customers displaying behaviour consistent with gambling harm (module 2 topics)
- group discussion and activities on module 2 topics and scenarios focused on identifying signs a person may have a problem with their gambling and referring customers to a responsible gambling officer
- an individual written assessment comprised of two parts:
 1. a scenario, in which gaming venue staff are required to identify signs that a person may have a problem with their gambling and explain how they would respond
 2. short answer and multiple choice questions on the gaming venue staff's responsible gambling obligations and responsibilities.

Third training module

For the purpose of regulation 124(1)(c) of the regulations, the content of the third training module is the online module '*Responsible Service of Gaming and You Refresher*,' that is accessible from rsgonline.vic.gov.au and includes content and multiple choice questions on:

- topic 1 titled '*The Lobby*' which covers: responsible gambling codes of conduct, entry and identification requirements and staff and venue requirements
- topic 2 titled '*The Office*' which covers: what is gambling?, gambling products, responsible gambling and self-exclusion
- topic 3 titled '*The Gaming Room*' which covers: Gamblers Help services, signs a person may have a problem with gambling, identifying customers showing signs of problems with their gambling.

Fourth training module

For the purpose of regulation 124(1)(d) of the regulations, the content of the fourth training module is the face-to-face training module '*Responsible Service of Gaming in Your Venue Refresher*', ordinarily delivered in gaming venues by venue support workers specified under regulation 125(1) of the regulations, which covers the following:

- a presentation on understanding gaming venue staff responsible gambling obligations and responsibilities, identifying signs and behaviours that indicate a person may have a problem with their gambling and interacting with customers displaying behaviour consistent with gambling harm (module 4 topics)
- group discussion and activities on module 4 topics and scenarios focused on identifying signs a person may have a problem with their gambling and gaming staff engaging in low-level interactions with customers before referral to a responsible gambling officer
- an individual written assessment comprised of two parts:
 1. a scenario, in which gaming venue staff are required to identify signs that a person may have a problem with their gambling and explain how they would respond
 2. short answer and multiple choice questions on the gaming venue staff's responsible gambling obligations and responsibilities.

This instrument comes into effect on the date it is published on the Department of Justice and Community Safety website.

Dated: 28/09/2020



Hon Melissa Horne MP

Minister for Consumer Affairs, Gaming and Liquor Regulation