

Gambling Administration Guidelines

Gambling Administration Act 2019

Gaming Machines Act 1992

*Prescribed training requirements for persons
involved in gaming machine operations*

Effective 31 March 2024



Gambling Administration Guidelines

The following gambling administration guidelines have been issued by the Liquor and Gambling Commissioner (the **Commissioner**) under section 17 of the *Gambling Administration Act 2019* for the purposes of section 40B of the *Gaming Machines Act 1992*.

This information is to inform approved industry bodies about the mandatory requirements for a course of training to be approved by the Commissioner which is required to be undertaken by gaming managers and gaming employees in South Australia.

Consumer and Business Services

For any further information or assistance in relation to these guidelines, contact Consumer and Business Services (**CBS**) Gambling and Associations on 131 882 (and select option 6) or by email at gamblingadministration@sa.gov.au.

Alternatively, written enquiries can be made by mail to:

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Preliminary

1. Introduction

Under section 40B of the *Gaming Machines Act 1992* (the **Act**) the Commissioner may, on application by a person, approve courses of training to be undertaken by gaming managers or gaming employees.

The Commissioner must not approve a course of training unless satisfied that the course content complies with the requirements of any applicable responsible gambling code of practice or any applicable gambling administration guidelines.

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2. Intended Audience

These guidelines are intended for use by approved industry bodies seeking approval of the content for courses of training which are required to be undertaken by gaming managers and gaming employees in South Australia.

Training providers should however refer to the guidelines for registered training organisations which stipulate the requirements to enable a training provider to be approved to deliver courses of approved training.

3. Commencement

These guidelines come into effect from 31 March 2024, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

The Commissioner may by notice in the Government Gazette vary or revoke these guidelines at any time in accordance with section 17(3) of the *Gambling Administration Act 2019*.

Version control is being used to indicate revisions to these guidelines.

Gambling Administration Guidelines

4. Purpose and Scope

- (1) These guidelines stipulate the mandatory requirements for a course of training to be approved by the Commissioner which for the purposes of the Code is required to be undertaken by gaming managers and gaming employees in South Australia.
- (2) A course of training must—
 - (a) achieve the outcomes set out in these guidelines for the appropriate course
 - (b) be delivered by a person (the **trainer**) with the appropriate level of qualifications, industry background and experience
 - (c) provide a satisfactory basis for assessment
 - (d) meet quality assurance needs, and
 - (e) be able to be delivered in accordance with any other criteria as determined by the Commissioner from time to time.
- (3) A course of training for the purpose of the Gaming Machines Gambling Code of Practice (the **Code**) shall be classified as either—
 - (a) RSG1 – Responsible Service of Gambling Level 1
 - (b) RSG2 – Responsible Service of Gambling Level 2
 - (c) RSG3 – Responsible Service of Gambling Level 3.
- (4) Any matters arising from the evaluation of a course of training for the purposes of the Code not covered by these guidelines will be considered at the discretion of the Commissioner.
- (5) These guidelines are also a valuable document for informing a person undertaking a course of training about the expected outcomes and assessment elements.

5. Application for Approval

- (1) An approved industry body seeking approval for a course of training for the purpose of section 40B of the Act must submit an application seeking approval of the course content from the Commissioner.
- (2) The application and payment of the prescribed fee must be made in the manner and form determined by the Commissioner.
- (3) An application for the approval of a course of training must contain at a minimum, the following elements—
 - (a) The date of the submission.
 - (b) The full name of the industry body or bodies, address for service and address of the principal place of business.
 - (c) The contact details of where enquires regarding the submission may be directed.

- (d) A proposed course outline or details of any variation to course outline for the purposes of satisfying the Commissioner that the course meets the regulatory need, identifies appropriate competency outcomes, provides a satisfactory basis for assessment and meets quality assurance needs.
 - (e) Indicative course materials (including the proposed method of instruction and assessment, copies of relevant course materials, workbooks, videos, handouts and presentations).
- (4) An application must also include the details of any consultation undertaken regarding course content with researchers or gambling help services.
- (5) Industry bodies may update approved content, presentation and assessment mechanisms in line with any legislative or operational changes, or to include alternative case studies or scenarios, without seeking further approval. The Commissioner must however be notified of these updates within 28 days of the change being made. Failure to notify the Commissioner of these updates may result in revocation of approval.

6. Course Content and Delivery

- (1) For the purposes of the Act, a course of training must be delivered by a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA) and be approved by the Commissioner for delivery of the course content.

RSG1 Attributes

- (2) A course of training considered to be classified as RSG1 for the purposes of the Code must include the nationally accredited course of training [SITHGAM022 – Provide responsible gambling services](#) and [SITHGAM023 – Attend gaming machines](#), (or its current equivalent) and any information specific to South Australian gambling laws.

RSG2 Attributes

- (3) A course of training to be classified as RSG2 for the purposes of the Code must include case studies on patron reporting and engagement. RSG2 training must also include a consumer voice component which may be presented in person, by using video conferencing tools, or pre-recorded video content.

RSG3 Attributes

- (4) A course of training to be classified as RSG3 for the purposes of the Code must include case studies regarding complex patron situations and management level responses to these situations. RSG3 training must also include—
- (a) a consumer voice component which may be presented in person, via video conferencing tools or via video format
 - (b) general information regarding co-morbidities such as mental health, dementia, domestic violence or any additional matters deemed to be relevant. Detailed information regarding these topics may be delivered by a subject matter expert via optional modules or video format
 - (c) general information regarding support services available for industry staff that may be having difficulty as a result of providing assistance to patrons. Detailed information regarding this topic may be delivered by a subject matter expert via

optional modules or video format, and

- (d) general information on managing cultural sensitivities when approaching patrons that are displaying indicators of gambling harm.

Course Delivery

- (5) When developing a course of training for approval by the Commissioner, industry bodies should consider that course content may be delivered face to face, virtually, online, or through a combination of these mediums.
- (6) Presentation of course content should be engaging through the use of mechanisms such as simulation, scenarios (whether via group discussion, student participation or video presentation), case study or lecture-style presentation while taking into account the needs of those from diverse backgrounds and with differing learning styles.
- (7) Course content must also allow for assessment by training providers including a combination of written responses, multiple choice questions, verbal answers (if applicable) and group participation (if applicable).

7. RSG1 - expected training outcomes

Gambling operations

- (1) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
 - (a) explain gaming activities and game features consistently with regulatory and procedural requirements
 - (b) operate and maintain gaming machines (including clearing and refilling machines, undertaking simple machine repairs, identifying machine faults and reporting unserviceable machines)
 - (c) pay claims for prizes
 - (d) operate and maintain coin dispensing equipment and cashable ticket redemption terminals
 - (e) monitor security of gaming areas and identify and respond to breakdowns in security, and
 - (f) make and maintain accurate records of gambling related incidents and associated staff action in accordance with regulatory and procedural requirements.

Responsible Gambling

- (2) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
 - (a) display signage and information related to responsible gambling in accordance with regulatory and procedural requirements
 - (b) apply responsible service of gambling procedures in accordance with regulatory and procedural requirements
 - (c) provide accurate and appropriate basic information on gambling harm as

requested, and

- (d) identify the relevant industry body that can provide advice regarding early intervention of patrons at risk of gambling harm.

Gambling harm identification (including automated risk monitoring)

- (3) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
 - (a) observe players and onlookers, identifying, reporting on and responding to indicators of gambling harm
 - (b) understand the reporting process for the identification of people displaying indicators of gambling harm and make accurate records in accordance with regulatory and procedural requirements, and
 - (c) having been instructed in the user documentation for an approved recognised automated risk monitoring system, to operate the automated risk monitoring system, respond appropriately to alerts from the system and document the response in accordance with regulatory and procedural requirements. Training providers may not offer this component via virtual or online training delivery.

Pre-Commitment

- (4) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
 - (a) understand and explain the principles of pre commitment, both generally and by reference to pre commitment systems in operation in South Australia at the time of the training, and
 - (b) appropriately suggest a referral to a financial counselling service and facilitate such referral.

Loyalty

- (5) A person who has successfully completed an approved course of training at the RSG1 level will be able to understand and explain the principles of an acceptable loyalty program, both generally and by reference to loyalty systems in operation in South Australia at the time of the training.

Barring

- (6) A person who has successfully completed an approved course of training at the RSG1 level will be able to—
 - (a) explain the barring arrangements provided for under Part 6 of the *Gambling Administration Act 2019*
 - (b) receive and action applications for voluntary barring
 - (c) refer to an appropriately trained staff member applications for involuntary barring
 - (d) understand where information relating to barred persons may be found, and
 - (e) identify, engage with and, if appropriate, remove individuals believed to be

barred persons.

Gambling help services

- (7) A person who has successfully completed an approved course of training at the RSG1 level will be able to respond appropriately to approaches for—
- (a) information on funded gambling help services, and
 - (b) referral to the national gambling help line, gambling help online or to a particular gambling help service.

Regulatory and procedural requirements

- (8) A person who has successfully completed an approved course of training at the RSG1 level will be able to identify regulatory and procedural requirements from source documentation.

8. RSG2 - expected training outcomes

Gambling harm identification (including automated risk monitoring)

- (1) A person who has successfully completed an approved course of training at the RSG2 level will be able to—
- (a) interpret observations and reports made by others of players and onlookers, in relation to indicators of gambling harm
 - (b) review and act upon records made of people displaying indicators of gambling harm in accordance with regulatory and procedural requirements, and
 - (c) receive and interpret reports and alerts produced by an installed automated risk monitoring system.

Patron engagement and referral to gambling help services

- (2) A person who has successfully completed an approved course of training at the RSG2 level will be able to—
- (a) approach and engage with all gaming patrons, whether or not that person is displaying indicators of gambling harm, so as to assist with early identification and intervention
 - (b) form a view as to whether an identified person is at risk of gambling harm
 - (c) approach and engage with a person who is at risk of gambling harm and respond appropriately
 - (d) communicate detailed information about gambling harm and gambling help services (including to non-gamblers who may seek advice and support as gamblers' family members or concerned friends)
 - (e) engage directly with a gambling help service on behalf of a person seeking assistance (including a family member or other third party seeking assistance), and
 - (f) identify, engage with and provide assistance to staff displaying indicators of gambling harm (involving any sort of gambling) including referral to counselling, support or therapy.

Pre-Commitment

- (3) A person who has successfully completed an approved course of training at the RSG2 level will be able to—
- (a) assist a gambler to set a pre-commitment limit, and
 - (b) approach and engage with patrons who have exceeded a pre-commitment limit.

Loyalty

- (4) A person who has successfully completed an approved course of training at the RSG2 level will be able to explain how data from an acceptable loyalty program can assist to identify or verify patrons at risk of gambling harm.

Account based cashless gaming system

- (5) A person who has successfully completed an approved course of training at the RSG2 level will be able to understand and explain the principles of an account based cashless gaming system, both generally and by reference to any such systems in operation in South Australia at the time of the training.

Barring

- (6) A person who has successfully completed an approved course of training at the RSG2 level will be able to—
- (a) receive and determine applications for involuntary barring
 - (b) provide assistance to staff and patrons regarding complex barring issues
 - (c) escalate barring issues to the relevant regulator if necessary and engage with the regulator about them, and
 - (d) exercise judgment about law enforcement action in respect of the removal of barred persons in accordance with the *Gambling Administration Act 2019*.

Gambling help services

- (7) A person who has successfully completed an approved course of training at the RSG2 level will be able to understand and where appropriate, explain the different sorts of services provided by—
- (a) the national gambling helpline and gambling help online
 - (b) local or regional gambling help services, and
 - (c) specialised and statewide gambling help services.

Regulatory and industry bodies

- (8) A person who has successfully completed an approved course of training at the RSG2 level will be able to differentiate in practical workplace situations the roles of bodies or officials relevant to regulatory and procedural requirements (but not limited to)—
- (a) the Liquor and Gambling Commissioner
 - (b) approved industry bodies, and
 - (c) the Independent Gaming Corporation (IGC) Limited.

Duties of a gaming manager

- (9) A person who has successfully completed an approved course of training at the RSG2 level will be able to perform the functions which, by law, are functions which can only be performed by a gaming manager.

9. RSG3 - expected training outcomes

- (1) A person who has successfully completed an approved course of training at the RSG3 level will in addition to the attributes at the RSG2 level be able to—
- (a) understand, interpret and respond to automated risk monitoring system reports and alerts
 - (b) assist players to set a pre-commitment limit or enter into a flexible informal arrangement to manage or control the persons gambling in accordance with regulatory and procedural requirements
 - (c) understand how co-morbidities influence gambling behaviour
 - (d) explain the roles of, and refer patrons to, services other than gambling help services if applicable
 - (e) demonstrate ability to manage cultural sensitivities when approaching patrons that are displaying indicators of gambling harm, and
 - (f) understand the functions and powers of South Australian regulatory and industry bodies.

10. References

[Gaming Machines Act 1992](#)

[Gaming Machines Regulations 2020](#)

[Gaming Machines Gambling Codes of Practice](#)

Revision History

Version	Effective date	Changes from previous version
1	31 March 2024	Original document