

Gambling Administration Guidelines

Casino Act 1997—Employee Training

Effective 3 December 2020

The following guidelines have been published by the Liquor and Gambling Commissioner under section 17 of the *Gambling Administration Act 2019* for the purposes of section 40C of the *Casino Act 1997*.

1. Introduction

Under section 40C of the *Casino Act 1997* the Commissioner may, on application by a person, approve courses of training to be undertaken by casino staff.

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

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2. Commencement

These guidelines come into effect from 3 December 2020, being the date determined by the Commissioner by notice published in the South Australian Government Gazette.

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

Version control will be used to indicate revisions to these guidelines.

3. Transitional provisions

A course of training previously recognised under section 33A of the *Casino Act 1997* as in force immediately before the commencement of sub-clause (5) of Schedule 1, Part 2 of the *Statutes Amendment (Gambling Regulation) Act 2019* will, on 3 December 2020, be taken to be an approved course of training under section 40C of the *Casino Act 1997* (as amended).

The Commissioner has determined that following the enactment of the *Gambling Administration Act 2019*, changes to existing approved training programs to comply with the legislative reform initiatives specified in Part 3 of the *Statutes Amendment (Gambling Regulation) Act 2020* need only be notified to the Commissioner within three months of the commencement of these guidelines. A course of training, undertaken by a casino staff member prior to 3 December 2020 shall be deemed to have met the requirements under these guidelines.

4. Purpose and scope

- (1) The purpose of these guidelines is to ensure that any course of training approved and conducted in South Australia which is required to be undertaken by casino staff must:
 - (a) achieve the outcomes set out in these guidelines for the appropriate course; and
 - (b) is conducted by trainers with the appropriate level of qualifications, industry background and experience; and
 - (c) provides a satisfactory basis for assessment and ;
 - (d) meets quality assurance needs; and
 - (e) be able to be conducted in accordance with any other criteria as determined by the Commissioner.
- (2) Any matters arising from the evaluation of a course of training for gambling not covered by these guidelines will be considered at the discretion of the Commissioner.

5. Intended Audience

These guidelines are intended for use by training providers for the evaluation of courses of training submitted to the Commissioner which are required to be undertaken by casino staff employed or engaged by the Casino licensee in South Australia.

6. Purpose and scope

- (1) Training providers seeking approval for a course of training for the purposes of the *Casino Act 1997* must submit an application seeking approval of the course from Consumer and Business Services (CBS).
- (2) Applications must be made in the manner and form approved by the Commissioner and be accompanied by the prescribed fee.
- (3) Applications must contain at least the following elements:
 - (a) the date of the submission;
 - (b) the full name of the training provider, 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 and a satisfactory basis for assessment and meets quality assurance needs;
 - (e) indicative course materials (including the method of instruction and assessment, copies of relevant course materials, workbooks, handouts and presentations);
 - (f) details of a where the course of training (if a revision) is currently in operation.

- (g) a statement of the proposed background and qualifications of the trainers who will deliver the approved course of training and how the organisations providing the training will ensure that the trainers have that background and qualifications.

7. Training course and provider requirements

- (1) A course of training must be conducted by a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA) or must satisfy the Commissioner that the provider of in-house training will be of equivalent quality to training by an RTO.
- (2) All trainers must:
 - (a) have attained competency in the nationally accredited Certificate IV in Training and Assessment; and
 - (b) have attained competency in the courses of training that they are delivering;
 - (c) have at least three years' experience in a role involving the provision of responsible gambling products, hospitality industry, commercial gambling operations; and
 - (d) have the understanding and awareness of literature on gambling, problem gambling, addictions and addiction-like behaviour and interventions with problems gamblers.
- (3) Presentation of course content should be engaging and interactive through the use of mechanisms such as simulation, role play, case study or lecture-style presentation.
- (4) Presentation and assessment mechanisms should take into account the needs of those from diverse backgrounds and with differing learning styles.
- (5) A person appointed by the Commissioner as an inspector for the purposes of a gambling Act must, at any reasonable time and without notice, be permitted to observe the delivery of an approved course of training.

8. Content—outcomes of basic training

- (1) A person who has successfully completed an approved course of basic training will be able, concerning gaming operations, to:
 - (a) explain gaming activities and game features consistently with regulatory and procedural requirements;
 - (b) explain the process and theory of casino table games, automated table games and gaming machine operations and to operate and maintain gaming machines (minimum standard);
 - (c) pay claims for prizes;
 - (d) operate and maintain coin dispensing equipment and cash redemption terminals;
 - (e) 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.

- (2) A person who has successfully completed an approved course of basic training will be able, concerning responsible gaming, 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; and
 - (c) provide accurate and appropriate basic information on problem gambling as requested.
- (3) A person who has successfully completed an approved course of basic training will be able, concerning the basics of problem gambling identification (including automated risk monitoring, to;
 - (a) observe players and onlookers, noting and reporting indicators of problem gambling;
 - (b) make accurate records of potential problem gambling behaviour in accordance with regulatory and procedural requirements;
 - (c) having been instructed in the user documentation for a recognised automated risk monitoring system, to operate the automated risk monitoring system.
- (4) A person who has successfully completed an approved course of basic training will be able, concerning pre-commitment, to;
 - (a) to 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) to appropriately suggest a referral to a financial counselling service and facilitate such referral.
- (5) A person who has successfully completed an approved course of basic training will be able, concerning barring, to;
 - (a) explain the barring arrangements provided for under Part 6 of the *Gambling Administration Act 2019*;
 - (b) receive and determine applications for voluntary barring;
 - (c) refer to an appropriately trained staff member applications for involuntary barring; and
 - (d) identify, engage with and, if appropriate, remove individuals believed to be barred persons.
- (6) A person who has successfully completed an approved course of basic training will be able to respond usefully to approaches for;
 - (a) information on funded gambling help services; and
 - (b) referral to the gambling help line or to a particular gambling help service.
- (7) A person who has successfully completed an approved course of basic training will be able to identify regulatory and procedural requirements from source documentation.

9. Content—outcomes of advanced training

- (1) A person who has successfully completed an approved course of advanced training will be able to;
 - (a) do all of the things of which a person who has successfully completed basic training recognised under that section would be capable; and
- (2) A person who has successfully completed an approved course of advanced training will be able, concerning advanced problem gambling identification (including automated risk monitoring), to:
 - (a) interpret observations made of players and onlookers, in relation to indicators of problem gambling;
 - (b) review and act upon records made of potential problem gambling behaviour in accordance with regulatory and procedural requirements; and
 - (c) receive and interpret reports and alerts produced by an installed automated risk monitoring system.
- (3) A person who has successfully completed an approved course of advanced training will be able, concerning low level intervention and referral to gambling help services, to:
 - (a) form a view as to whether an identified person is potentially a problem gambler;
 - (b) approach and engage with a person who is potentially a problem gambler and respond appropriately;
 - (c) communicate detailed information about problem gambling and gambling help services (including to non-gamblers who may seek advice and support as gamblers' family members or concerned friends); and
 - (d) engage directly with a gambling help service on behalf of a person seeking assistance (including a family member or other third party seeking assistance).
- (4) A person who has successfully completed an approved course of advanced training will be able, concerning advanced pre-commitment, to assist a gambler to set a limit.
- (5) A person who has successfully completed an approved course of advanced training will be able, concerning barring, to:
 - (a) receive and determine applications for involuntary barring;
 - (b) escalate complex barring issues to the relevant regulator and engage with the regulator about them; and
 - (c) exercise judgement about law enforcement action in respect of the removal of barred persons
- (6) A person who has successfully completed an approved course of advanced training will be able to understand and where appropriate, explain the different sorts of services provided by:
 - (a) the national gambling helpline; and
 - (b) local or regional gambling help services; and
 - (c) specialised and statewide gambling help services.

- (7) A person who has successfully completed an approved course of advanced training 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; and
 - (b) host responsibility coordinators.

10. References

[Casino Act 1997](#)

[Casino Regulations 2013](#)

11. Revision History

Version	Changes	Release Date
1	Original document	3 December 2020