

# *Gaming signage and problem gambling resources*

*A guide for industry*

A VCGR Responsible Gambling resource



Victorian Commission  
for Gambling Regulation



Department of  
Justice

## *About this guide*

Information in venues is an essential safety measure targeting at-risk community segments to raise awareness of the potential harms and risks associated with gambling issues.

There are several different types of information featured in venues, commercial bingo centres or approved premises that are attached to a licence:

1. Self-Exclusion Program brochures
2. Responsible Gambling Code of Conduct (Code) information
3. Minister's Standards – Player Information
4. Campaign messages (in venue bathrooms)
5. Gambler's Help – Information Products

To order materials please refer to the list of contacts in this guide.

## *1 Self-Exclusion Program brochures (for venue operators)*

### **Australian Hotels Association (AHA)**

Direct all enquiries about AHA Self-Exclusion Program brochures to Robert Heveren on (03 9654 3491) (24 hour, 7 day message service) or email [r.heveren@ahavic.com.au](mailto:r.heveren@ahavic.com.au) or [t.graham@ahavic.com.au](mailto:t.graham@ahavic.com.au)

### **Clubs Victoria Inc (ClubsVIC)**

Direct all enquiries about ClubsVIC Self-Exclusion Program brochures to Responsible Gambling Policy Co-ordinator Jacqui Hutchison by email [jhutchison@clubsvic.org](mailto:jhutchison@clubsvic.org) or phone (03) 9349 2909 (during office hours) or (24 hour free call telephone service) on 1800 641 503.

## *2 Responsible Gambling Code of Conduct Information*

Venue operators, bingo centres and other commercial licence holders with an approved Code should note that they are also required to have on display any information that is stated in their Code. Please refer to your approved Code to ensure that you meet this requirement.

## 3 Minister's Standards – Player Information

These are the posters, 'talkers' and brochures that are legally required to be displayed and which must be made available in gaming venues and the casino in accordance with the *Gambling Regulation Regulations 2005*. (These were published on 5 August 2009.)

To view the Minister's Standards – Player Information visit [www.vcgr.vic.gov.au](http://www.vcgr.vic.gov.au) under the Legislation menu.

To order the posters, talkers and brochures (Minister's Standards – Player Information) contact your Gaming Operator (Tabcorp Holding Limited/Tattersall's Gaming Pty Ltd).

The following is a summary of the requirements for displaying the Minister's Standards – Player Information. A complete copy of the regulations can be viewed at [www.legislation.vic.gov.au](http://www.legislation.vic.gov.au) by searching through the Statutory Rules, under the Victorian Law Today Library.



### Gambling Regulation Regulations 2005

#### Regulation 16 – Posters

At all times when gaming machines are available for gaming in an approved venue, the Venue Operator must ensure that the four different versions of posters specified by the Minister for Gaming are displayed evenly, as far as possible, throughout venues. Player information posters must be displayed so that they are clearly visible to a person standing or sitting in front of an EGM. The posters must be distributed as follows:

#### Number of Electronic Gaming Machines (EGMs) in Venue and the Number of Posters Required

15 or fewer EGMs	1 poster only
16–30 EGMs	2 posters not the same
31–45 EGMs	3 posters not the same
46–60 EGMs	4 posters not the same
61–75 EGMs	5 posters and no more than 2 of any one type
76–90 EGMs	6 posters and no more than 2 of any one type
91–105 EGMs	7 posters and no more than 2 of any one type

#### Regulation 17 – Talkers

At all times when gaming machines are available for gaming in an approved venue, the Venue Operator must ensure that the four different versions of talkers specified by the Minister for Gaming are displayed evenly, as far as practicable,

throughout venues. The Venue Operator must ensure that the talker is displayed on the gaming machine so that it is clearly visible from the front of the machine. Talkers may be distributed in accordance with one of the following three options:

**Option 1** Each machine to display one of the four options in order (i.e. EGM 1 with talker 1, EGM 2 with talker 2, EGM 3 with talker 3, EGM 4 with talker 4, EGM 5 with talker 1, EGM 6 with talker 2, EGM 7, with talker 3, EGM 8 with talker 4 and so on).

**Option 2** If a venue has four or more clearly identifiable "banks" of machines, talker types can be distributed per bank (i.e. all EGMs in bank 1 with talker 1, all EGMs in bank 2 with talker 2, all EGMs in bank 3 with talker 3, all EGMs in bank 4 with talker 4, all EGMs in bank 5 with talker 1, all EGMs in bank 6 with talker 2 and so until all banks have talkers).

**Option 3** A Venue Operator may have a completely random distribution if the Venue Operator orders the same number of each type of talker each time new talkers are released, and distributes them randomly throughout the venue.

#### Regulation 18 – Brochures

At all times when gaming machines are available for gaming in an approved venue, the Venue Operator must ensure that player information brochures are available at each cashier area in the approved venue, and that the total number of player information brochures available must be at least equal to the number of gaming machines in the gaming machine area.

## 4 Campaign messages (in venue bathrooms)

Convenience Advertising (on behalf of the Department of Justice) conduct fortnightly maintenance in all gaming venues across Victoria. The materials maintained include A4 posters with accompanying takeaway cards.

There are a variety of posters and takeaway cards that complement the Department's statewide problem gambling campaigns. These are changed regularly in line with campaign activity.

The following publications are examples only. This is not a complete list of the resources that are available.

### 4-panel Cards: 'Follow these tips before you gamble'

Offers customers Responsible Gambling Tips as well as a quick quiz on problem gambling.



### A4 posters and takeaway cards

The following are examples of the problem gambling education campaign (run by the Department of Justice) that is featured on A4 posters and takeaway cards.



Should you have any queries relating to this please contact Convenience Advertising directly.

Chris Stanley  
Venue Relations Manager  
Convenience Advertising  
Ph: (03) 9486 0233  
Fax: (03) 9486 0525

## 5 Gambler's Help - Information Products

The Department of Justice releases other material to provide information about a range of help options for people with gambling issues.

The Department of Justice requests that venues and other approved premises display the following material at the point of sale and other visible locations within or near gaming areas to promote Gambler's Help services and raise awareness of risks associated with problem gambling.

If you require further information or wish to place an order please contact:

Department of Justice  
Office of Gaming and Racing  
Problem Gambling Strategy  
Phone: (03) 8684 1988 or (03) 8684 1910  
E-mail: [GamingandRacingEnquiries@justice.vic.gov.au](mailto:GamingandRacingEnquiries@justice.vic.gov.au)



### Leaflet: 'Two-thirds of people seeking help from us end up gambling a lot less'

DL leaflet size. Provides information about problem gambling warning signs, Gambler's Help services and where to get help.

### Leaflet: 'Concerned about your gambling? Take a quiz on the back of this card'

DL leaflet size.

Alternatively, venues and commercial bingo centres can contact a Community Educator at their local Gambler's Help agency – (see table for your location). Gambler's Help can provide valuable selected information and order cards, brochures, booklets, resource kits, leaflets and flip cards upon a venue's behalf.

### Gambler's Help Contacts

#### Metropolitan Services

Region	Gambler's Help service	Phone number
Eastern metropolitan suburbs	EACH	1300 131 973
Inner metropolitan suburbs	The Salvation Army	03 9653 3250
Northern metropolitan suburbs	Banyule Community Health Service	03 9450 2000
Southern metropolitan suburbs	Bentleigh Bayside Community Health	03 9575 5353
Western metropolitan suburbs	ISIS Primary Care	03 9296 1234

#### Regional Services

Region	Gambler's Help service	Phone number
Barwon	Bethany Community Support	03 5278 8122
Central Victoria	Goulburn Valley Community Health Service	03 5823 3200
	Mitchell Community Health Service	03 5784 5555
Grampians	Child and Family Services Ballarat	03 5337 3333
	Grampians Community Health	Horsham 03 5362 1200 Stawell 03 5358 7400
	Wimmera Uniting Care	03 5382 6789
Gippsland	Latrobe Community Health Service	1800 242 696
Loddon Mallee	St Lukes Anglicare	03 5440 1100
Northern Victoria	Gateway Community Health Service	02 6022 8867
Western Victoria	Community Connections	1300 361 680

#### Indigenous services

Region	Gambler's Help service	Phone number
Inner metropolitan suburbs	Victorian Aboriginal Health Service	03 9575 5353

## Further information

For permission to reproduce the Gambler's Help logo in all printed and electronic publications, magazines, websites, posters, stickers, brochures, and public documents, such as an approved Responsible Gambling Code of Conduct and/or Self-Exclusion Program; and

For enquiries about the Gambler's Help national phone number (1800 858 858);

Contact:

Department of Justice

Office of Gaming and Racing

Tel: 03 8684 1910 or (03) 8684 1951

Email: [GamingandRacingEnquiries@justice.vic.gov.au](mailto:GamingandRacingEnquiries@justice.vic.gov.au)

## Disclaimer

The Victorian Commission for Gambling Regulation has responsibilities in relation to several pieces of legislation and associated regulations.

This publication is designed as a quick reference tool and offers a summary only of some of the more common topics associated with Responsible Gambling that are dealt with under the *Gambling Regulation Act 2003* and the *Casino Control Act 1991*.

The information provided in this guide is general in nature and is not meant to replace the information contained in the relevant pieces of legislation.

For more information on the Minister's Standards – Player Information, Ministerial Directions and the VCGR's Criteria and Benchmarks on Responsible Gambling Codes of Conduct and Self-Exclusion Programs, refer to the Responsible Gambling section of the VCGR website at [www.vcgr.vic.gov.au/responsiblegambling](http://www.vcgr.vic.gov.au/responsiblegambling).

For more information on this fact sheet contact the Responsible Gambling Project Team at the Victorian Commission for Gambling Regulation on (03) 9651 3112 or email [responsible.gambling@vcgr.vic.gov.au](mailto:responsible.gambling@vcgr.vic.gov.au)

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