



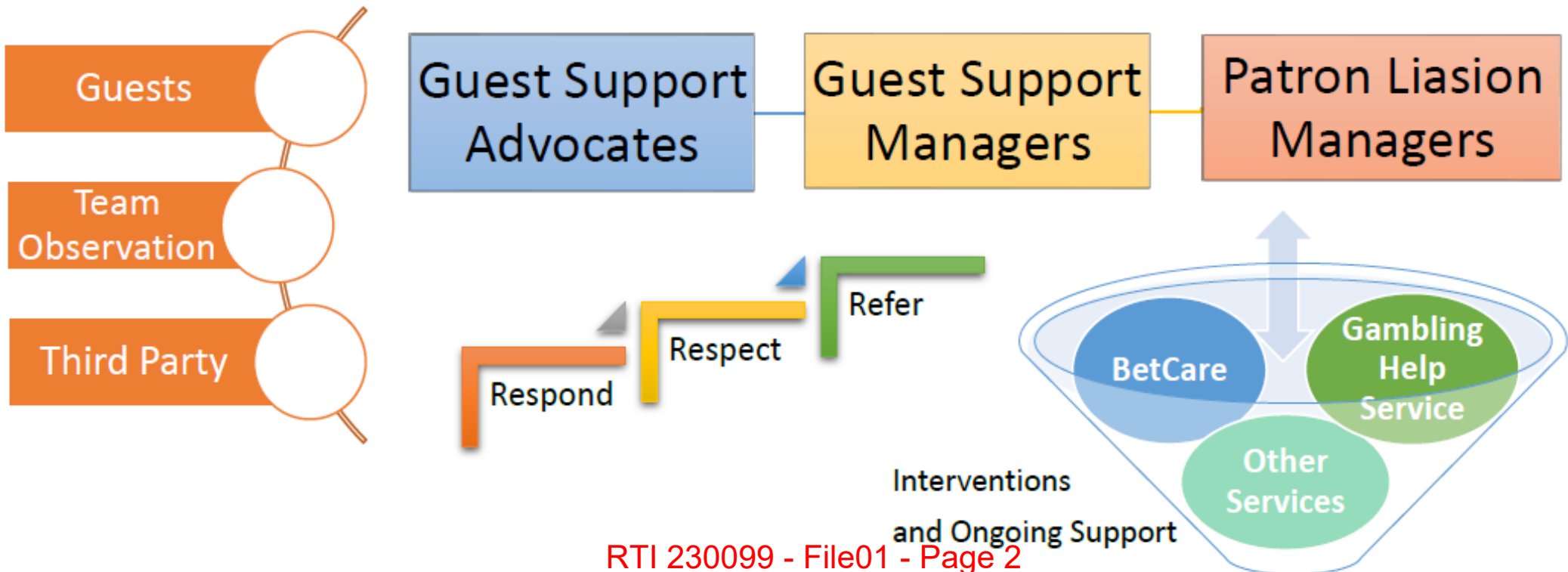
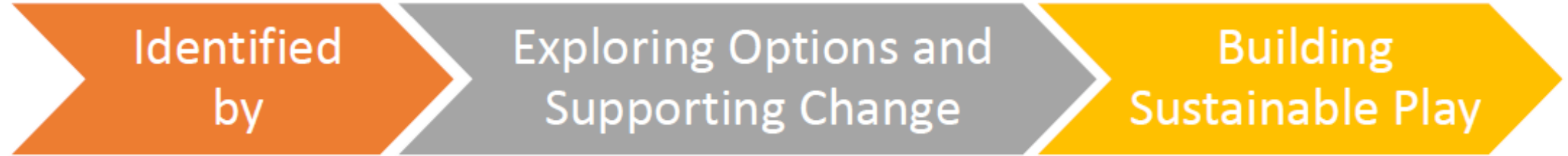
**DRAKE  
WORKWISE**

# Guest Support Advocate Training Program





# Responsible Gambling & Guest Support



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## Presented By



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Psychologist

B Psych Post Grad Dip Psych



# Module 1

# Gambling in Australia

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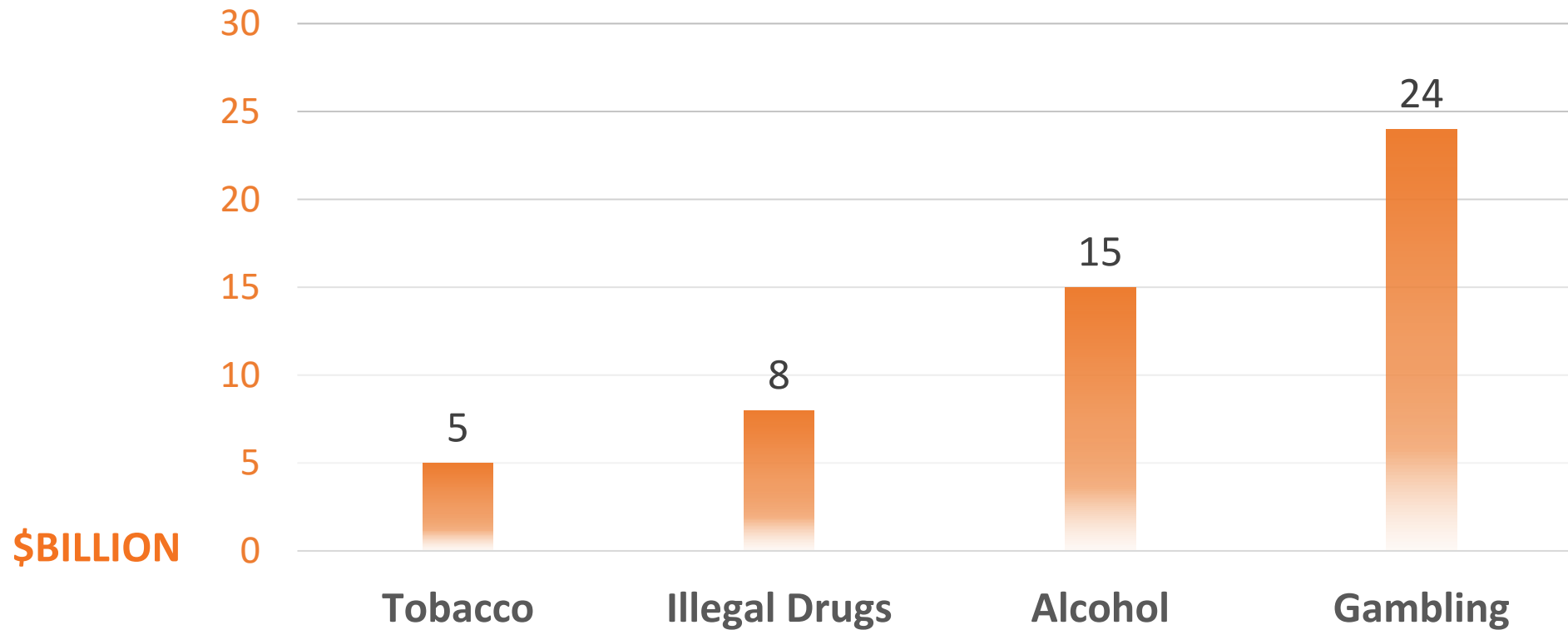
# Gambling Statistics in Australia

## DISCUSSION

What do you think some of the key statistics around gambling are each year in Australia?

# Gambling What's the harm?

ARE YOU SURPRISED TO KNOW THAT.....



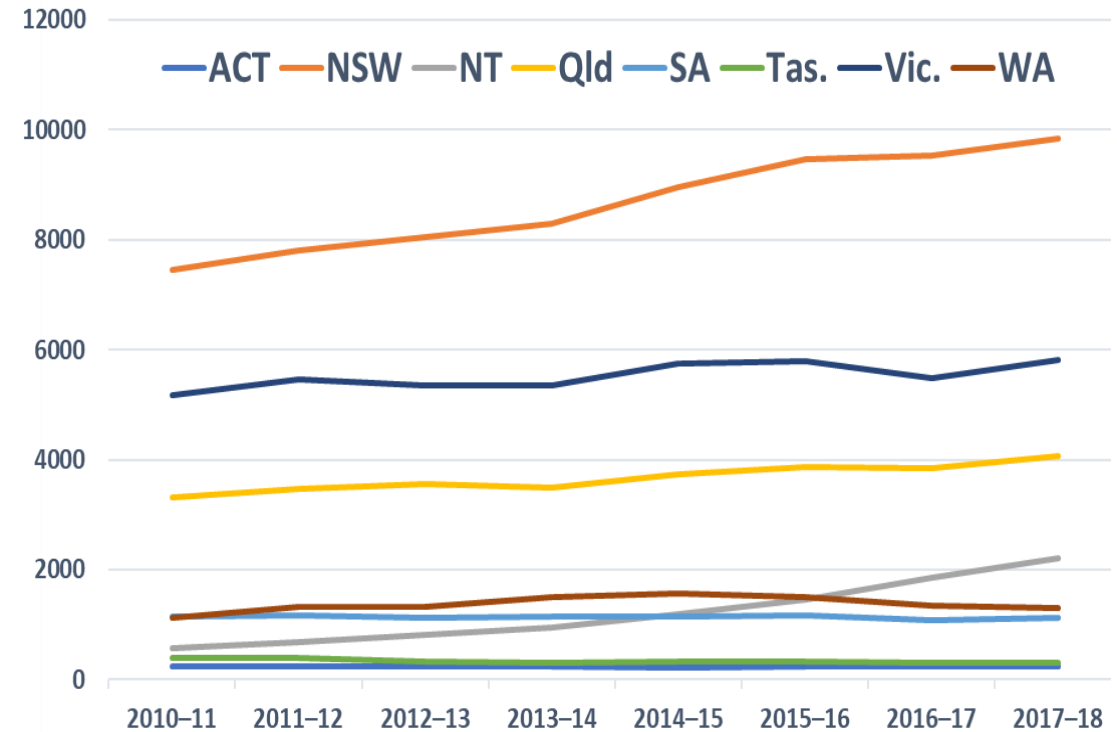
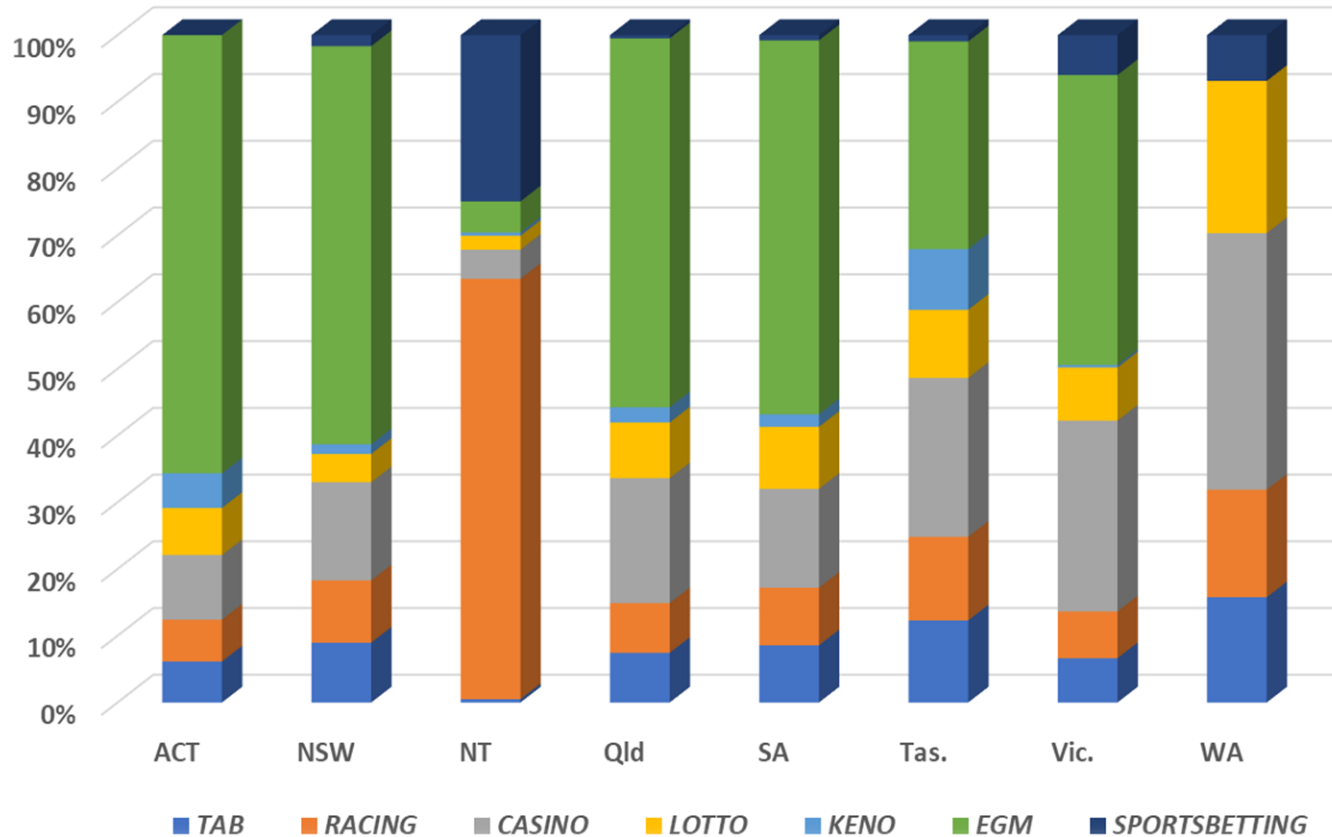
[Source: Gamblers Help Southern](#)

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# Gambling Trends in Australia



Per capita expenditure by form of gambling, 2017 to 2018



Total gambling expenditure (\$ million) by state and territory, 2010-11 to 2017-18

Source: Queensland Treasury; Australian gambling statistics

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# Understanding gamblers

## CONSIDER THESE QUESTIONS IN GROUPS OF 4 - 5

- What is your understanding of problem gambling?
- What is your understanding of responsible gambling?
- What do you think motivates people to gamble?
- What are the challenges faced by people who gamble?

**5 minutes – present back to group**

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# Being proactive...stepping in early

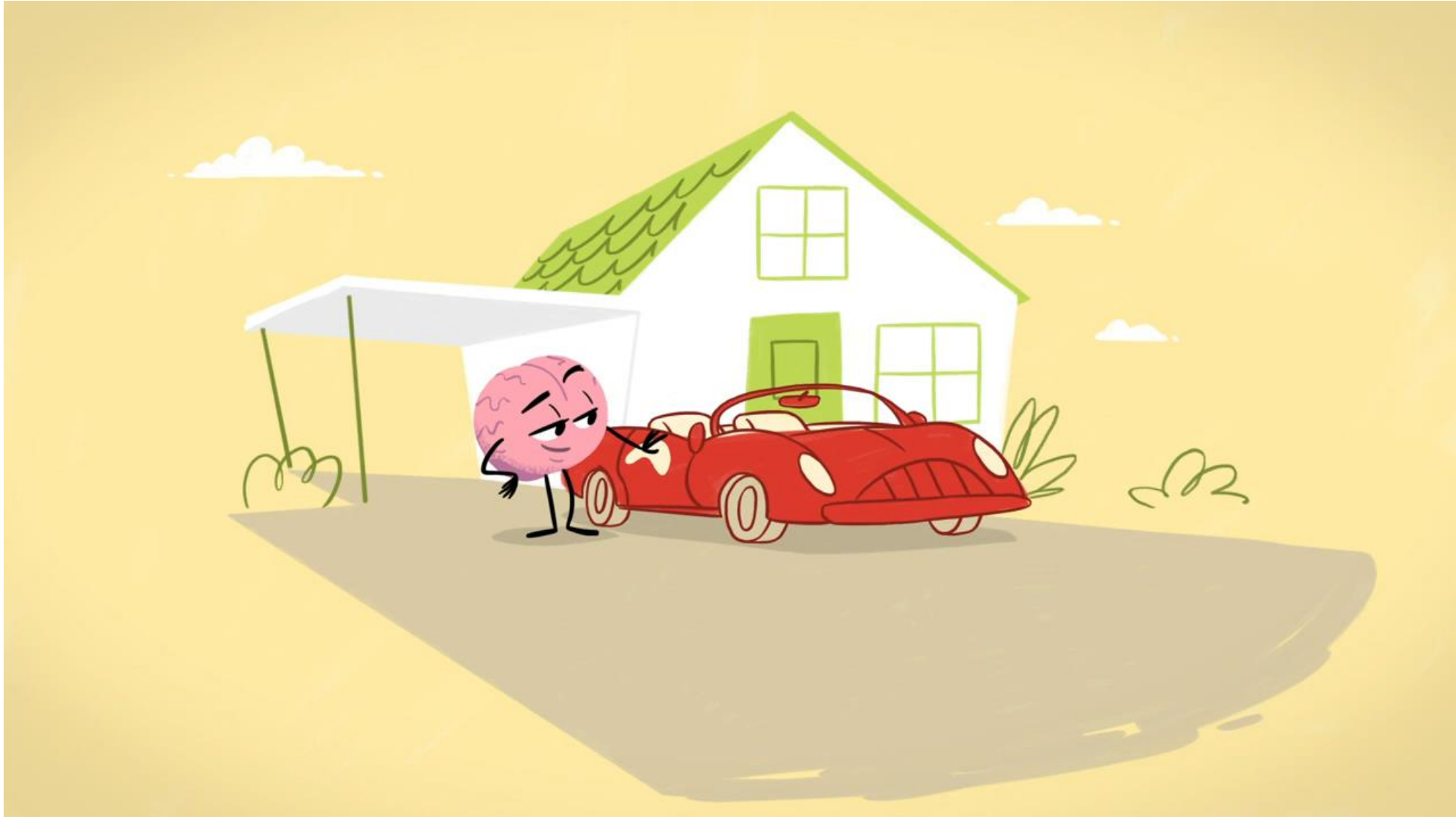
So, how does it go from this...



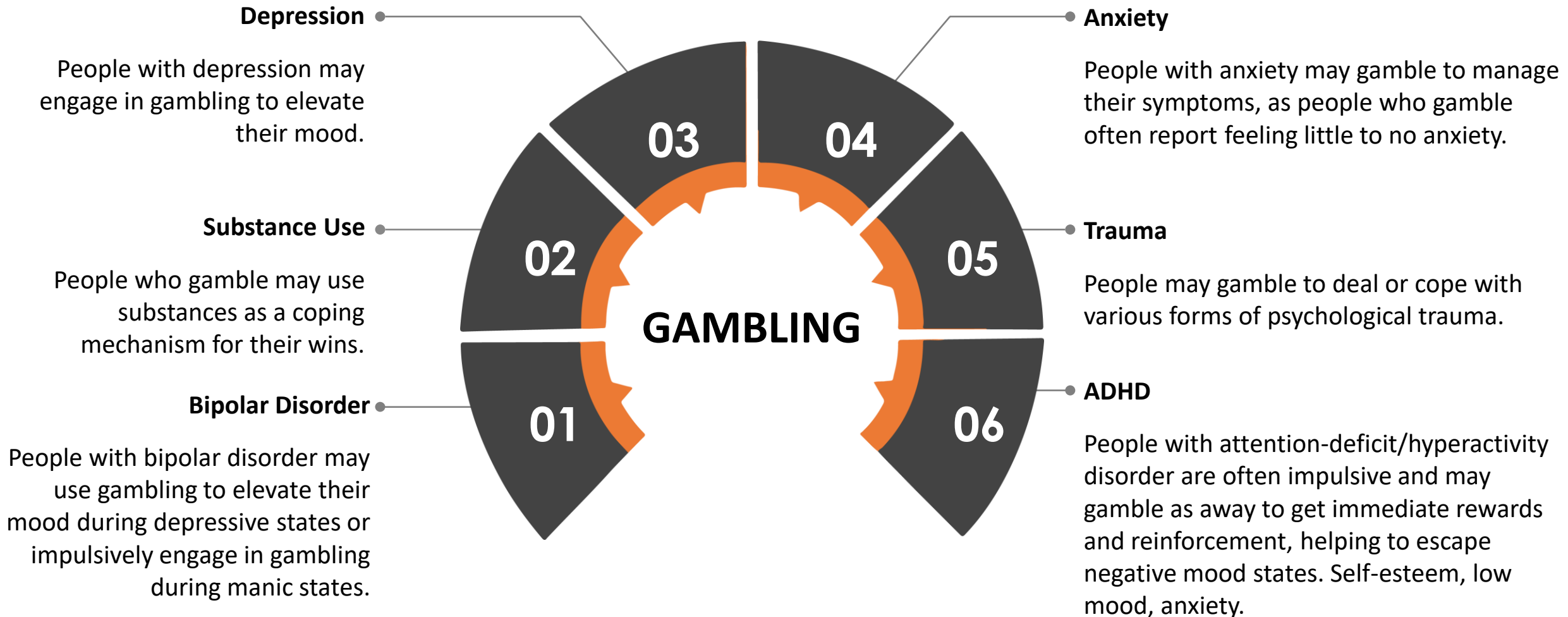
...to this!



# The Science



# Comorbidities of gambling



[Source: The Centre for Addiction and Mental Health](#)

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# THE IMPACT OF ALCOHOL



Some people find there is a connection between the effects of alcohol and what happens when they gamble.

This may mean they:

- Tend to drink more
- Spend more money gambling
- Stay at the venue for longer than intended
- Experience other changes in mood and behaviour as a consequence of drinking and gambling.

**"After a few drinks it all seemed good but I felt really bad when I realised that all of my pay was gone. I'm going to have to borrow money again this week" Male, 27.**

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# Reflection

What are your experiences with a guest approaching intoxication while gambling?

How do you think we should approach this?





# Break

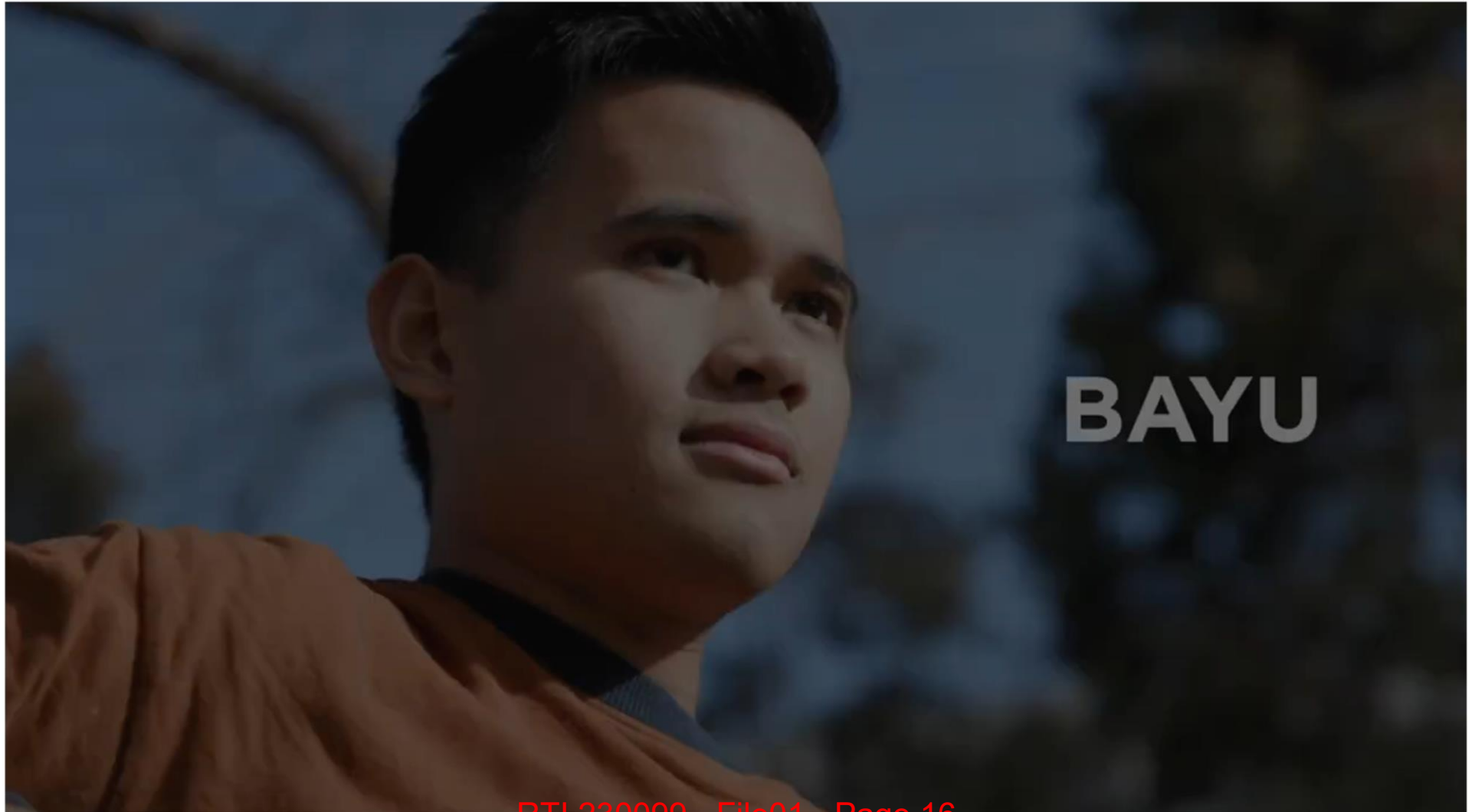


## Module 2

# The impact of gambling related harm

# Gambling Related Harm

Let's listen to Bayu's Story



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# Gambling Related Harm

## How My Pokies Addiction Started



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# Seven Dimensions of Gambling Harm



Emotional  
Psychology



Criminal  
Activities



Health



Financial



Work or Study



Cultural Harms  
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Relationships

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# Social cost of gambling

<b>COST</b>	<b>ISSUE</b>
\$2.2 billion	family and relationship problems
\$1.6 billion	emotional and psychological issues, including distress, depression, suicide and violence
\$1.3 billion	financial losses through, for example, excessive spending on gambling, bankruptcy and illegal offshore gambling
\$1.1 billion	costs to the Victorian government, such as research, regulation, and professional support services, including mental health and homelessness services
\$600 million	lost productivity and other work-related costs
\$100 million	costs of crime, including to businesses and the justice system.

Source: The Victorian Problem Gambling Foundation

# Liam's Story



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# Thomas' Story

"I became very good at lying ...  
extremely good at lying.  
And that scared me."

THOMAS

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# Risk Indicators

- Reflecting on the stories we just viewed what do we think Strong Indicators might be?

*Hint – remember strong indicators require immediate action*

**Strong Indicators?**

**General Indicators**

- What are some other indicators we should be aware of?

*Hint – a cluster of general indicators require immediate action*

Start the ..



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## Case Study



Please take some time to review the case studies provided





# Early Intervention

Considering the case study we just read

- 1) Can you identify any opportunity for early intervention?
- 2) How would you feel about approaching Mr Chen?



# Everyday Tips for Guest Support Advocates

WHEN IT STOPS  
BEING FUN



TALK TO US

- Take every opportunity to get to know our guests
- Know the risk indicators and appropriate actions
- Be Aware of the signs of Intoxication
- Be observant and look out for changes in gambling behavior
- Have a thorough understanding and knowledge of the QLD Responsible Gambling Code of Practice, The Star Sydney Responsible Gambling Code, and associated The Star Entertainment Group policies
- Know where to access The Star Responsible Gambling collateral, “How to play” brochures (odds of winning) and appropriate resources to provide a tailored response to our guest
- Ability to provide guest with support in accessing Gambling help service and/or other support services
- Encourage our guests to take regular and sufficient breaks in play – breaks in play, may enable our guests to be aware of the amount of time and money they have spent, accurately assess their situation, and make an informed decision regarding their ongoing gambling

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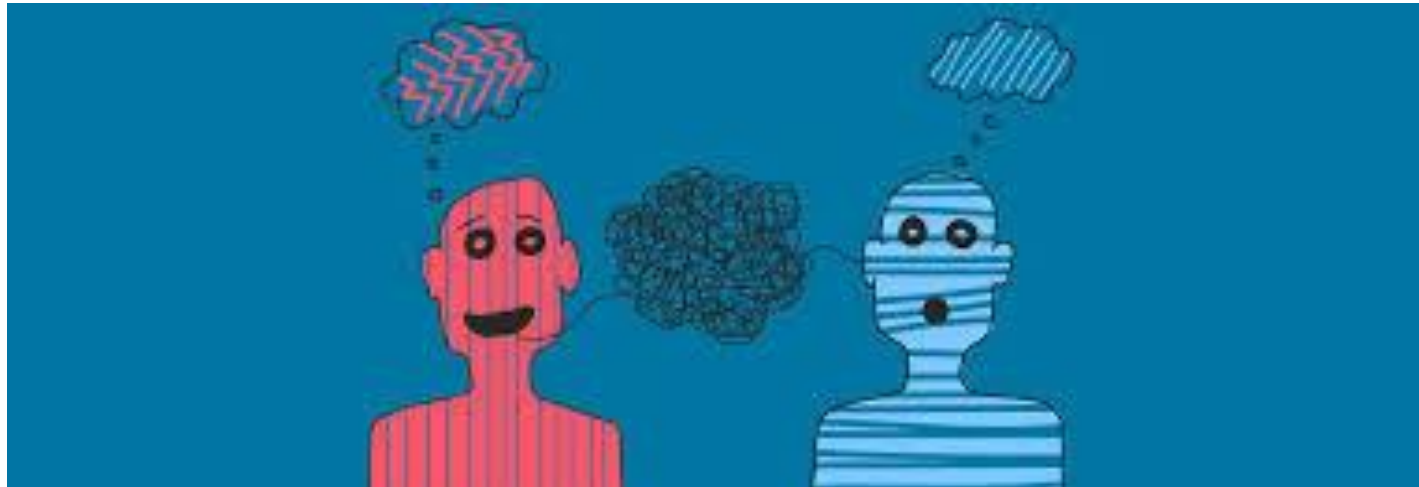
## Module 3

# Effective engagement with gamblers and how to respond

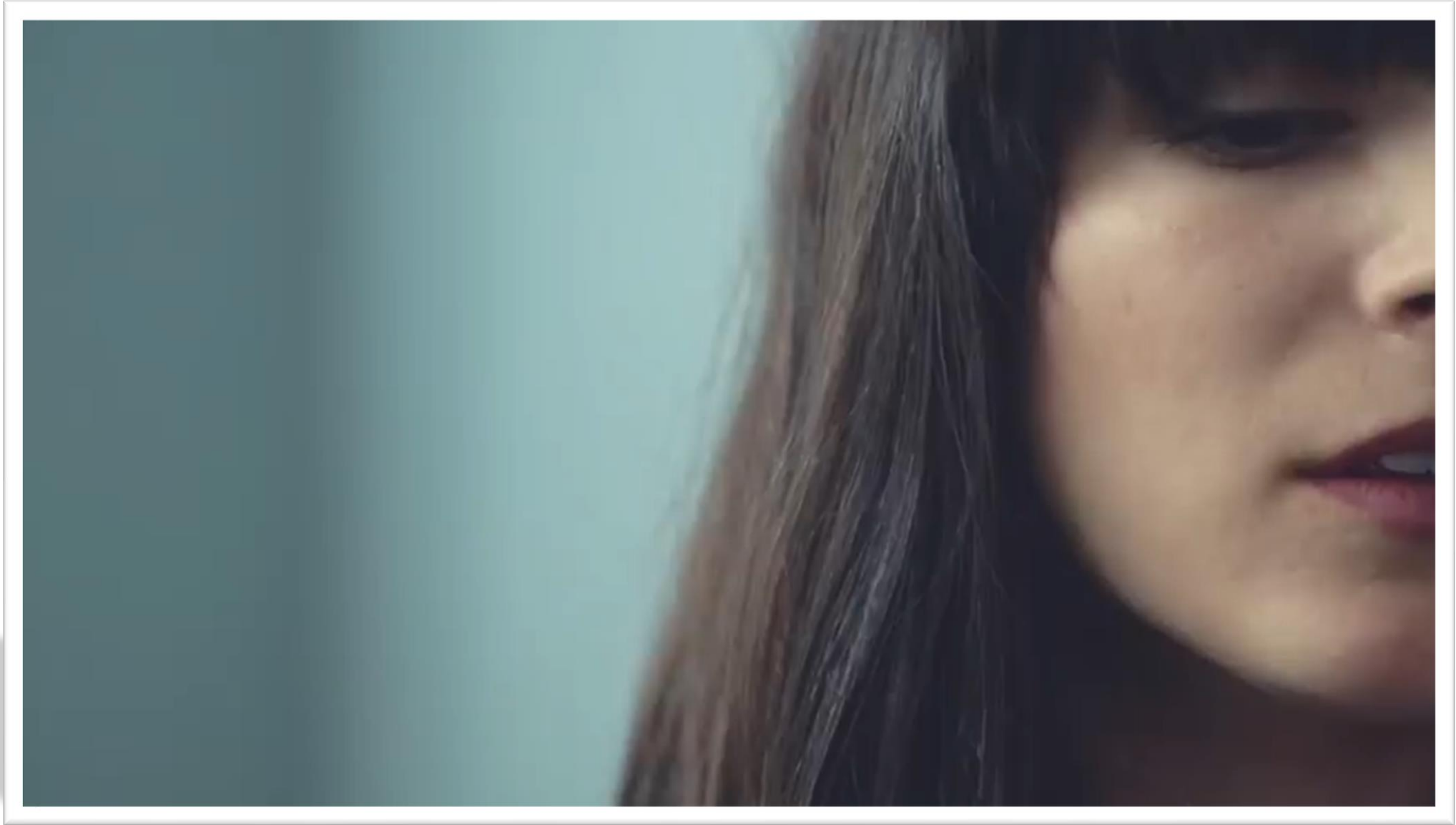
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# Common Barriers to Effective Communication

What do you think are the barriers to effective communication?



# It's Not About The Nail



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# DO'S AND DON'TS OF ACTIVE LISTENING

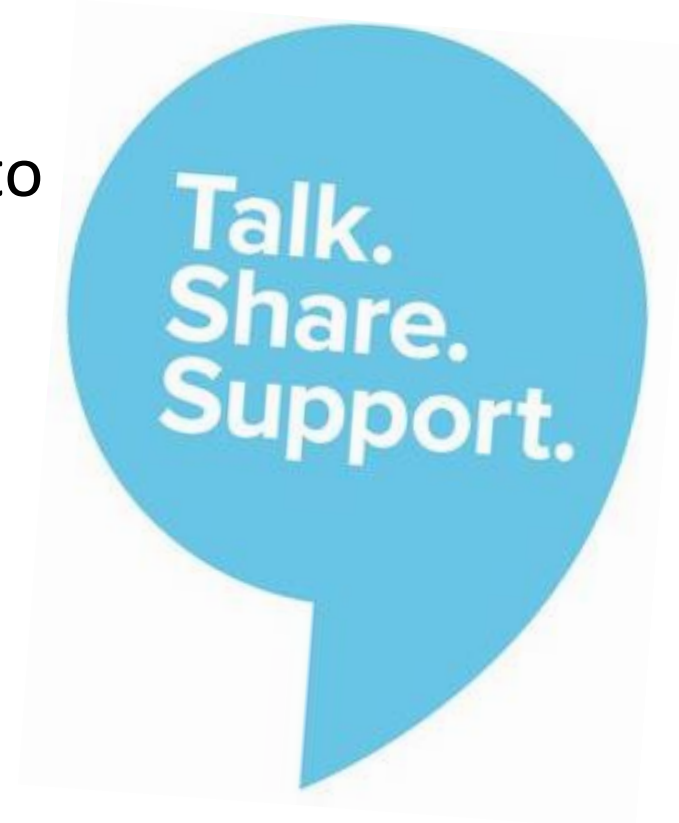
DO	DON'T
<ul style="list-style-type: none"><li>✓ Use supportive and encouraging gestures, such as nods of the head and smiles</li><li>✓ Make eye contact: look at the speaker directly without staring</li><li>✓ Take notes: jot down key words and use these for later questions</li><li>✓ Look interested by facing the speaker, altering your facial expression and staying relaxed and calm</li><li>✓ Ask questions-but try to avoid interrupting</li></ul>	<ul style="list-style-type: none"><li>X Modify the message you hear to suit your own view</li><li>X Be pre-occupied with your own problems</li><li>X Make up your mind too quickly without hearing the whole story</li><li>X Become anxious about what you are hearing and over-react</li><li>X Be prejudicial and listen with a closed mind</li></ul>

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## Practice/Discussion

Pair with someone : 2 minutes each

- Speaker: talk about a concern in relation to gambling behaviour
- Listener: reflect on what they said and consider options, e.g., suggest to take a break, brochures, support contacts that might be appropriate to offer



**What was your experience of that activity?**

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## Module 4

# Gamblers Road to Recovery



# Betcare Referral Process

Patrons that have been self excluded or venue excluded from the casino and come for an assessment to Betcare, we consider the following factors in the assessment:

- Their support system
- Reasons for gambling behaviours
- Have they attended gambling counselling?
- Their financial situation and any problems
- Their beliefs and motivation about gambling
- Their strategies for sustainable play



# The Canadian Problem Gambling Assessment Index

some of the questions includes:

- In the last year have you needed to bet more than you could really afford?
- Have you needed to gamble with larger amounts of money to get the feeling of excitement?
- When you gambled did you ever go back to win back the money you lost?
- Have you borrowed money or sold anything to get money to gamble?
- Have you ever felt that you might have a problem with gambling?
- Has gambling caused health problems including anxiety and stress?
- Have people criticized you for your betting and told you that you had a gambling problem?
- Has your gambling caused you any financial problems?
- Have you felt guilty about the way you gamble or what happens when you gamble?

# Drake WorkWise BetCare Services

Call 1300 135 600 (AUS wide) 24 hours, 7 days per week

- Arrange crisis counselling through the intake division or experienced on-duty telephone counsellors
- Request urgent onsite support from a clinician when required
- Referral for an assessment in relation to guest's gambling behaviour
- The guest/employee will be referred to an experienced counsellor or psychologist
- Translating services available for appointments
- Referral services to longer term care
- Alternatively, contact us via web enquiry [www.drakeworkwise.com.au](http://www.drakeworkwise.com.au)

Gambling**help**

PHONE | FACE-TO-FACE | ONLINE  
[www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)

1800 858 858

**BETCARE** 



THE STAR



# Module 5

# Wellbeing and Resilience amongst the team

# Current Stress Management Technique

## Stress Reduction Kit



### Directions:

- Place kit on FIRM surface.
- Follow directions in circle of kit.
- Repeat step 2 as necessary, or until unconscious
- If unconscious, cease stress reduction activity.

If all else fails :

- Go to the beach
- Bury your head in the sand
- Hope the problem goes away



# Early Warning Signs of Stress/Burnout

## Physical

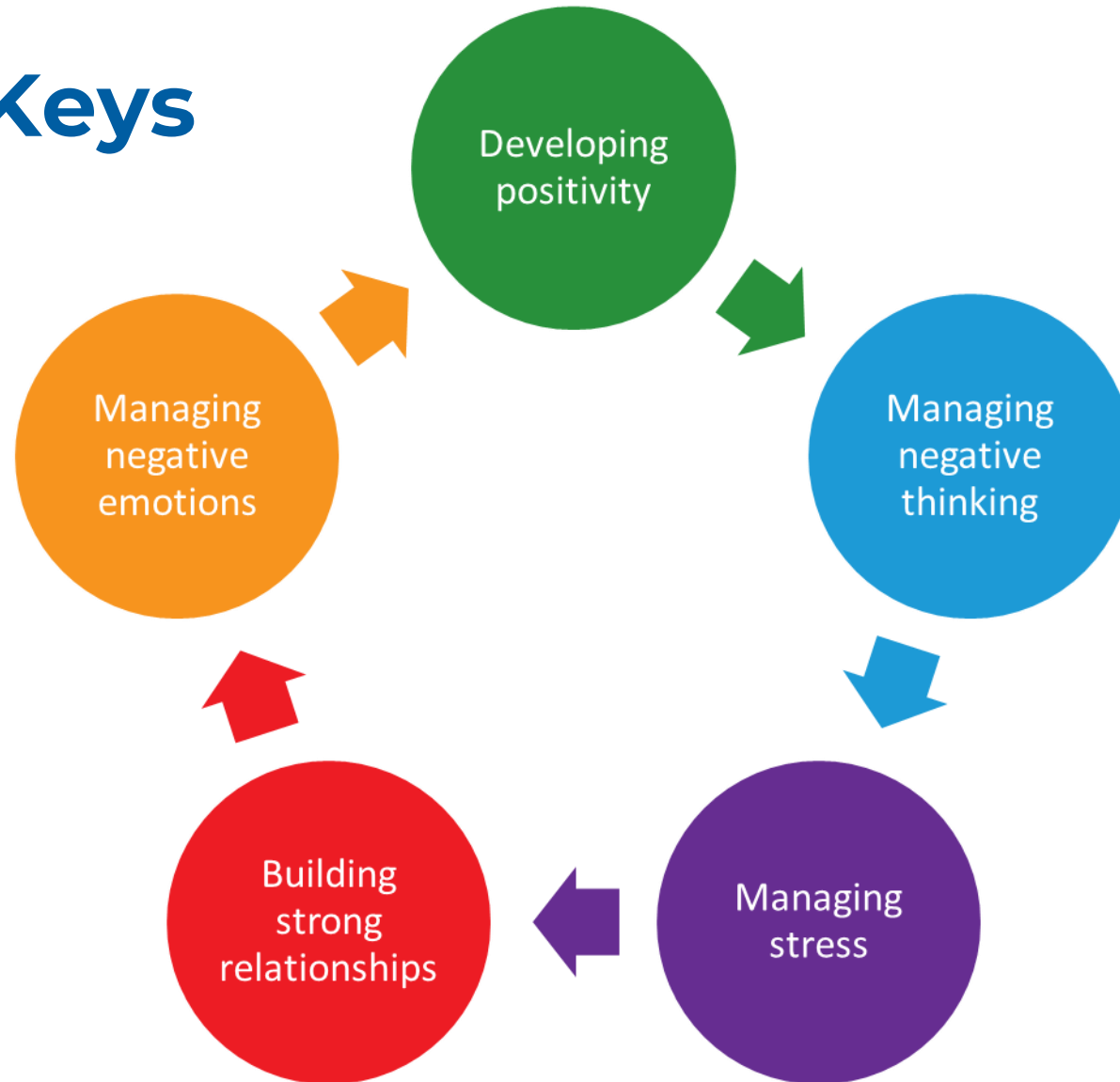
- Altered sleep patterns
- Tired all the time
- Indigestion, heartburn
- More rushed/ hyperactive
- Headaches
- Nervous twitches/ muscle tension
- Alteration in habits
  - increased drinking
  - loss of sexual drive
  - increased smoking

## Psychological

- Irritability and aggression
- Anxiety and apprehension
- Indecisive/poor decision making
- Inability to prioritise
- Difficulty coping
- Mood changes and swings
- Difficulty concentrating
- Lack of self worth
- Isolation

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# Resiliency Keys





# What fills your bucket?

## Recuperation

Rest, relaxation, stimulation, supportive relationships

## Emotional Demands

Responsibilities, worries, anxiety about deadlines, conflicts

## Effort

Excessive or insufficient intensity of physical or mental effort

## Personal Demands

Illness, lack of sleep, poor nutrition, inadequate exercise

**Environment** Climate, noise, ergonomics



## Organisational demands

Shift work, job content

# Employee Assistance Program



[www.assureprograms.com.au](http://www.assureprograms.com.au)

Nationwide confidential Counselling



1800 808 374

Manager Support Program



1800 505 015



# assure

PROGRAMS

POSITIVELY INSPIRED

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# Question and Answer Time



## 1. Marketing to patron

- International Sales & Marketing contact patron
- Patron advised Jupiters/Treasury can accept China Union Pay (CUP) Debit Card.
- Rebate and comp communicated

## 2. Arrive at Hotel check in

- Patron greeted by hosts/VIP services
- Taken to VIP Hotel check-in to process transaction.
- Hotel room charge account opened

## 3. Transaction at hotel front desk POS

- Daily rate transacted through Opera
- Patron's CUP Debit card is swiped to process transaction.
- Patron is advised funds will only be available once clear in Jupiters/Treasury banking account, which could take up to 24hrs.

## 4. Receipt prepared for Patron

- Patron receives a receipt of transaction in duplicate
- Takes receipt to PGR Cage and presents to Cage representative

## 5. Patron takes receipt to cage

- Once presented, Cage representative will update available balance of banking transaction account to see if funds are available.

## 6. Cage patron setup and cage issued

- Cage ensures patron has active Front Money account in KCMS.
- If funds are not available and clear, funds will not be deposited into Front Money account.

## 7. Cage patron buy in

- If funds are available, buy-in process can take place.
- Cage Supervisor or above perform buy in process consistent with the existing SOP for funds being available for Hexagon/ EFT transfers.
- Funds deposited into Front Money and CPV issued for play.

## 8. Patron plays

- Existing process for gaming activity.

## 9. Settlement process

- Existing process for IRB settlement
- Comp validated through hotel, VIP services

## 10. Patron leaves property

- Room charge account closed and all comp completed