

RESPONSIBLE SERVICE OF GAMING

Nomination Cost: \$149.00 (inc. GST)

Nomination Criteria and Submission Requirements

This category recognises overall responsible service of gaming. Venues will be asked to describe and demonstrate their hotel's support and contribution to responsible service of gaming. Start the submission with a paragraph that describes your venue including brief history of how you came to be and points of difference/what makes your property special. This is where the judges will gain an understanding of how you fit into this category. It is important to clearly demonstrate your eligibility by aligning with the judging criteria found below. It is recommended that each judging point is addressed with a paragraph or two outlining your suitability.

Additional documents

1. 3 x High Resolution images of the property relevant to the nomination category

Judge Assessment Marks

Judging for this category will be based solely on the written submission lodged with the QHA. Nominations for this award will be weighted - size of hotel vs. resources - to ensure a fair judging scale.

Management Commitment to Responsible Gambling

Provide evidence of examples which demonstrates commitment by your hotel business management to Responsible Gambling practice and the Code of Practice. This could be in the form of training, house policy or other practices which demonstrate leadership in this area. This could include strategies in place to manage the service of gaming such a way so as to encourage responsible gaming and minimise negative impacts on the individual and local community.

Code of Practice

Provide evidence of meeting required standards across all six Responsible Gambling practices: provision of information, interaction with customers and community, exclusion provision, physical environment, financial transactions, and advertising and promotion.

RSG Training

All licensed gaming employees involved in gaming tasks and duties to hold a current OLGR approved RSG certificate. Provide an example of Best Practice for other training – e.g. other relevant training, staff meetings, in- house training, contact or presentations by industry bodies or other professional organisations.

Staff Knowledge

Detail resources, access to, and application of staff knowledge such as Customer Liaison Officer (CLO) training, Responsible Gambling Industry Training Kit, Responsible Gambling Resource Manual, awareness of venue CLO and their responsibilities.

Patron Care Promotional Literature

These may include established links with local Gambling Help service/s, strategies in place to manage the service of gaming in such a way so as to encourage breaks in play. Detail use of Responsible Gambling signage, and other Responsible Gambling resources – i.e. Exclusions brochure, player information guide, etc.

Marketing

Demonstrate adherence to the Advertising & Promotions Guideline, and Guidelines for Player Loyalty Program (if applicable). Material should show a good balance of all facilities available at the hotel.

Special Services Available for Patrons

Detail services provided to encourage breaks in play