



PLAY WITHIN YOUR LIMITS

**Gambling Harm Minimisation
Program 2022 - 2025**

Introduction

Many patrons of the Vikings Group enjoy the entertainment that can be provided by gambling when they visit our venues. Playing gaming machines for most of our visitors is a form of enjoyment and we look forward to continuing to ensure we offer a safe gambling venue for these members and their guests.

Vikings does recognise that for some, gambling may once have been an enjoyable experience however for a variety of reasons it has developed into a health issue and those patrons, and their families are being negatively impacted by what may have become an addiction. Vikings is committed to working with our staff and patrons to ensure that our venues can assist those who are in this position as well as those who may be considered at risk of developing a negative relationship with gambling.

In conjunction with a variety of gambling harm support services including BetSafe and the ACT Gambling Support Service we will ensure our staff are empowered and supported in their approach to patrons who they feel are displaying the prescribed gambling harm behavioural indicators. Staff are always encouraged to engage with our patrons, however particularly those patrons who they feel are exhibiting behaviours they feel are signs of gambling harm.

The opportunity for our patrons to gamble has increased over the last few years with the surge in online gambling and sports betting. Engaging with our patrons to determine whether their gambling is only within our venue or external to our venue is key to assessing their capacity to manage the impact gambling is having on their lives.

The Vikings Group believes it is essential that staff and the community are well informed about not only gambling harm but importantly services that exist to support those impacted. We will be working closely with our staff and patrons to contribute effectively to their understanding of gambling support services and will look to encourage not only our patrons to reach out for assistance, but also increasing the capabilities of our staff to reach out to those same support services if they are in anyway impacted by gambling or the gambling of our patrons.

Licensed Clubs are in the privileged position in the ACT of being the only operators of Class C Gaming Machines. The Vikings Group takes that privilege seriously and on behalf of the Directors, Executive, Management and Staff, we commit to continuing our socially responsible management of all Vikings gaming facilities.

All members are encouraged to read this publication to understand the importance of gambling harm minimisation.

Further information is available from the Club's Gambling Contact Officers who are trained and equipped to provide information and support. The Club appreciates the support of members in promoting safe gambling practices and supporting harm minimisation measures in our venues.

BetSafe partnerships

The Vikings Group has retained BetSafe to assist with the development and implementation of its best practice responsible gambling program. The BetSafe program was described by the Productivity Commission as "the most thorough and coherent approach of its kind".

BetSafe provides the Club with:

- Manuals and resources
- Assistance and advice
- Regular gaming area compliance checks
- Anti-Money Laundering and Counter Terrorism Funding compliance program
- Readmission assessment for excluded patrons
- Staff training
- Employee assistance program

About Play Within Your Limits

The Vikings Group gambling harm minimisation program contains important elements that add up to a powerful response to the challenge of minimising gambling harm.

These include:

- A strong commitment to gambling harm minimisation by the Board of Directors and senior management
- Compliance with legislative and regulatory requirements
- Financial contribution to community organisations of a portion of net gaming machine revenue
- Ensuring minors do not gamble or enter gaming areas
- Documenting and reporting gambling -related incidents
- Responsible advertising and promotions
- Providing gambling harm information in print and online
- Members can choose whether or not to receive marketing material
- Delivering comprehensive staff training
- Ensuring patrons are aware of the availability of self-exclusion and gambling counselling
- Availability of gambling contact officers, who are specially trained to implement the responsible gambling requirements and to offer assistance to patrons who may be at risk of gambling harm
- Assisting patrons impacted by gambling to participate in the self-exclusion program
- Implementing licensee exclusions to prevent gambling harm
- Listening to the concerns of families and other third parties affected by gambling harm
- Referring patrons and family members affected by gambling harm to gambling counselling
- Supporting staff with an employee assistance program

Staff Training

Ensuring all staff are aware of the Play Within Your Limits Program. Regularly checking in with staff around all initiatives. Keeping up to date with legislated training.

EFTPOS Guidelines

Available through Employment Hero and as part of your training. Ensuring we are not only compliant with legislation, but also are aware of the welfare of our patrons.

Self-Exclusion Guidelines

Reviewed annually by Venue Managers, the guidelines are to assist Gambling Contact Officers should they have a patron who wishes to carry out a self exclusion.

Ask for Andy

A program that reduces the stigma that patrons may feel is associated with seeking support for harm as a result of their gambling or the gambling of others.

Gambling Contact Officers (GCO)

A key component of our program. Gambling Contact Officers and all staff are always encouraged to engage and interact with all patrons.

Training initiatives

Gambling harm induction program

The Vikings Group proudly goes above and beyond all legislative training requirements by engaging with training providers as well as utilising internal resources to offer insight into Gambling Harm and its management for the benefit of our staff and patrons.

The Vikings Group believes that understanding the intention of all gambling harm initiatives is key for staff to be able to enact them in their roles.

The Vikings Group runs a specific Gambling Harm Induction Program for ALL new staff that join the Vikings Group, regardless of their role within our organisation.

Aimed at increasing the knowledge of support that is available to our patrons, the program reiterates to our staff the importance placed by the Vikings Group on recognising patrons who may be vulnerable as well as encouraging them to engage with the patrons or seek out support from more experienced staff to speak with anyone impacted by Gambling Harm.

The induction program has been presented to all current staff across the Group and will continue on a monthly basis for all new staff and any who would like to go through the training again.

Patron engagement training confidence in conversations with patrons negatively impacted by gambling harm

In communication with our staff, the Vikings Group identified an area where our staff could be further empowered to engage with patrons who are being negatively impacted by gambling harm.

In conjunction with Lifeline Canberra we are in the process of creating a pilot program that will train all key staff within the Group, and any staff who may be interested in participating, to empower our people to initiate conversations or to react to conversations with maturity, supportively and confidently.

This training is the first of its kind in Canberra and has been supported by the Gambling Harm Mitigation Fund within the ACT Gambling and Racing Commission. It is hoped that other licensed clubs will jump on this Vikings Group initiative and acknowledge that building staff confidence in the roles of accidental counsellor help not only the patrons, but also the organisation.

We look forward to reporting the success of this initiative in the coming year.

The Vikings Group will continue its strong relationship with the Gambling Harm Prevention Team within Access Canberra and will, where needed, seek their guidance on relationships and issues across the term of this program.

We have increased our engagement with Relationships Australia and are confident that as the providers of the ACT Gambling Support Service they will be in a position to ensure our staff are in a strong position to support our patrons.

Education

Risk is the one thing that all types of gambling have in common

Educating our staff and patrons on what gambling is, what types of gambling are available to our patrons in venue and outside our venue as well as understanding the impact different types of gambling can have on a patron. Educating our staff on the odds of common forms of gambling as well as chance based versus skill-based gambling.

Gambling harm is about more than just losing money

The Vikings Group commits to educating our staff and patrons on the various types and spectrums of harm that can be felt by those who are being negatively impacted by their gambling. The impact of harm increases as the severity of the gambling increases and over the next four years we will be rolling out education campaigns across our venues to cover this scope with different campaigns for the different audiences.

Throughout the next few years, Vikings Group will be providing the opportunity for our staff to engage with guest speakers with lived experience, counsellors, and experienced staff – all of whom can speak with our employees about real life situations. It is hoped that through sharing their stories it will give environmental context to events that may arise within our venues.

Support resources are available for our patrons and staff

Education for our staff and patrons on support services available to all audiences is imperative to ensuring our venues are safe. Through a variety of avenues Vikings will increase our communication on the availability of services including promoting our partnership with BetSafe and our Employee Assistance Program.

We will continue to promote Lifeline Canberra as a most valuable resource to our patrons and staff. We have also committed to increasing the presence of the ACT Gambling Support Service within our venues.

We encourage our staff to reach out to these support services to better understand what is available to our patrons and to gauge the services on offer.

Engagement

Staff empowered and supported across the Venues

Staff will be encouraged to actively approach patrons throughout the next phase of the Play Within Your Limits program. Vikings staff will be confident in doing so because of not only the training they will receive but also the level of support they will have from their immediate manager, the Vikings management team, Executive and Directors of the Vikings Group. This messaging will go to all staff and patrons in various forms across the next four years to educate everyone within our venues.

The level of assistance the Vikings Group will provide our staff will be driven by our employees with feedback from the staff and their direct supervisors on where they feel they can be best supported.

The Vikings Group is willing to provide a range of engagement, education and support for our staff on starting a conversation or support for staff after being exposed to a conversation, Vikings will have the capacity to engage with our staff and ensure they have access to services that can assist them.

Guiding and continuing conversations

Vikings will be providing our key staff with the skills to start conversations with patrons around their gambling practices and how to manage the conversation as it continues. Guiding conversations around gambling, gambling harm and using the correct language will ensure continued relationships and trust in not only the staff member, but the venue and the brand.

Engagement without engaging

Increased access to collateral and online services will be introduced across our venues over the coming years using a variety of signage and integrated technologies. Accessing online support systems directly through QR codes and disseminating information in a variety of ways to capture a broader Club audience will work in support of any approaches by staff.

Community engagement

Featured opportunities such as a Gambling Harm Awareness Week will see focussed events throughout the program. Gambling Harm Awareness Week gives us the chance to promote our relationship with our patrons and our safe gambling venues to the broader community through new avenues. The week will also give us the opportunity to increase our patrons awareness of our activities in the gambling harm space.

What is gambling?

While it may seem obvious for some what it means to gamble, emerging technology has blurred the lines to expand the range of ways people gamble.

Traditionally gambling is an activity where someone risks money or belongings, there is an element of randomness or chance involved and the purpose is to win.

The traditional methods that usually come to mind are:

- Gaming Machines/Pokies
- Casino Tables
- Lottery
- Scratch cards
- Online Gambling
- Sports betting

As different ways to gamble have developed it has become difficult to identify some instances when someone has a gambling problem.

In addition to the traditional definition of gambling, urges and the way they affect are a strong factor in gambling addiction.

Someone can have a gambling problem if they are addicted to an activity where they cannot control the urge to participate, and it's having a negative impact on their lives.

Emerging gambling activities include:

- Online investment trading
- Fantasy sports
- Games with In App Purchases
- Online Auctions.

Source: www.gamblinghelponline.com.au

Know the odds

When you gamble, do you know what your chances of winning really are? This table shows the odds of winning on some common forms of gambling.

The bottom line is, no matter what type of gambling you do, you should always expect to lose.

Bet	Odds of winning	Typical prize
Poker machines – getting five black rhinos on black rhinos machine (top prize) (\$1 bet per line)	1 in 9,765,625	\$5,000
Tattslotto – winning first division (getting all six numbers correct)	1 in 8,145,060	\$300,000 – \$1,000,000+
Powerball – winning first division (getting all seven numbers and the Powerball correct)	1 in 76,767,600	\$3,000,000 – \$15,000,000
Set for Life – winning first division (getting all eight numbers correct)	1 in 38,608,020	\$20,000 a month for 20 years
Super 66 – winning first division (getting all six numbers correct)	1 in 1,000,000	\$60,000 – \$90,000
Oz Lotto – winning first division (getting all seven numbers correct)	1 in 45,379,620	\$1,000,000 – \$5,000,000
Trackside – horse number 1 wins race (\$1 bet)	21 in 100	\$4.10
Trackside – horse number 12 wins race (\$1 bet)	2 in 100	\$37
Casino: roulette (single zero) – winning straight up (correct bet on a single number) (\$5 bet)	1 in 37	\$180
Casino: roulette (single zero) – winning black/red, high/low or odd/even (\$5 bet)	18 in 37	\$10
Casino: big wheel – getting the joker (pays 47-1) (\$5 bet)	1 in 52	\$240
Instant Scratchies – winning top prize (\$1)	1 in 600,000	Top prize \$10,000
Instant Scratchies – winning top prize (\$20)	1 in 630,000	Top prize \$1,000,000

Source: gamblershelp.com.au

What is gambling harm?

Gambling harm is about more than just losing money. It is any negative consequence, caused by gambling or made worse by gambling.

These negative effects could damage the health or wellbeing of an individual, their family or community. For some people, gambling harm is minimal, and they might not even notice it. But for others, it can escalate and have a significant impact.

Preventing gambling harm starts by recognising it.

Know the signs of gambling harm

If you find yourself answering yes to any of the questions below, you may be experiencing gambling harm.

- Spending more time or money gambling than you wanted?
- Having less money than you should?
- Having regrets or feeling guilty after playing?
- Losing focus at work or social events?
- Trying to win back your losses?
- Spending less time with people you care about?
- Hiding how much you play from friends and family?
- Playing after the fun stops?

If you're gambling but not having a good time, you could be ignoring the first signs of gambling harm. Recognition is the first step towards avoiding gambling harm.

1. Know the signs

- » Playing after the fun stops.
- » Spending less time with the people you care about.
- » Making excuses or hiding how much you play.
- » Chasing losses.
- » Having less money than you should.

2. Set limits

- » Set a limit on the time and money you are prepared to spend and stick to it
- » Use a watch or set an alarm on your phone
- » Leave ATM cards at home
- » Take regular breaks as stepping away can clear your head
- » Always read the terms and conditions before signing up
- » Choose a locally licenced Australian bookmaker
- » Turnoff smartphone notifications and prompts

3. Plan ahead

- » Arrange time for other leisure activities.
- » Don't forget your other hobbies.
- » Remember the things you used to do for fun.
- » Arrange for someone to pick you up.

4. Be self-aware

- » Be honest with yourself and others about how much you gamble and why you gamble.
- » If you think it is time to get some extra help, explore tools to assess your gambling.

Support

Asking for help is braver than you think

Supporting our patrons when they do acknowledge they need assistance with the impact gambling is having on their lives and the lives of others is the most integral component of this program. Our ability to support our patrons to engage with health and help services is a critical measure of the Play Within Your Limits program. Patrons can be given access to support services through a variety of avenues with staff being able to connect patrons to services on site.

Help is available

If you are concerned about your gambling expenditure or the amount of time you are spending gambling at the Club, then help is available. We encourage you to speak with any of our staff about your concerns. Our Gambling Contact Officers are specifically trained to aid with gambling -related issues and they will be pleased to offer assistance.

Self-exclusion Deed

A self-exclusion is a deed created between a patron and a venue stating that the patron does not want to come back to the venue for a set period. The intention of this deed is to enforce a break in venue-based gambling for the patron. The deed sets out parameters around what action will be taken if the person enters the venue during the period specified in the deed.

Many people have found that self-exclusion from a venue is an effective way of preventing further gambling harm. At any given time there are hundreds of self-exclusion deeds current across the ACT. This is an effective tool to assist people who are impacted by gambling harm or who are at risk of gambling becoming a negative experience.

Staff at any of our venues can assist you to self-exclude from the Vikings Group and any other gaming machine venue in the A.C.T. nominated by you.

The simple and discreet process is administered by a central database, however patrons details are only visible to those venues they nominate.

In addition, there is a large variety of support services that are available to our patrons and staff either over the phone, in person or online.

ACT Gambling Support Service

www.actgamblingsupport.org.au

1800 858 858

Talking to someone who has a lot of experience in how to manage gambling harm can help you feel clearer about the options available. ACT Gambling Support Service provide a free and confidential support in a number of ways. They listen without judgement and/or unrealistic expectations.

Gambling Help Online

www.gamblinghelponline.org.au

Gambling Help Online provides a free 24/7 chat and email counselling support service. They have professional counsellors with expertise in Gambling Harm and online services. Their extensive website provides self help information and weblinks for additional support.

Care Financial Counselling

www.carefcs.org/financial-counselling

1800 007 007

admin@carefcs.org

Care's financial counselling program provides free, confidential and independent services to assist people experiencing financial difficulty. Our qualified and compassionate financial counsellors work with people to help them manage financial distress and debt. We can assist people to take control of their finances for now and into the future. We assist by giving information about financial matters, assisting to negotiate with creditors, assisting with budgeting and talking through the stresses of living on a low or restricted income.

Lifeline Canberra

www.lifelinecanberra.org.au

13 11 14

Lifeline Canberra exists to support people in crisis and save the lives of those experiencing thoughts of suicide. Their highly skilled volunteers provide 24/7 support via a local crisis support service. Telephone crisis support workers listen with care and acceptance, whatever the circumstance.

Ask for Andy

Ask for Andy is an all inclusive program creating a culture of care for our patrons who may be negatively impacted by gambling.

The aim of the program is to provide Vikings patrons who feel they may be experiencing gambling harm with a discreet message to staff advising that they would like to seek assistance with gambling harm.

Patrons are encouraged to approach club staff and "Ask for Andy" if they feel they need assistance, support or a friendly conversation about how gambling is impacting their life.

Staff are to follow the Ask for Andy guidelines and provide immediate, discreet support and assistance to the patron.



Who is Andy?

Caring

Ensuring our venues are safe spaces for all patrons

Approachable

Reducing the stigma associated with Gambling Harm

Mature

Taking a responsible approach to every request for assistance

Supportive

Providing information on a variety of support services when needed

No judgement

Acknowledging the bravery in asking for help and understanding everyone has a story



www.vikings.com.au