

High stakes RSG training videos



These four RSG training videos present situations that staff at gaming venues may face and show different ways the situation could be handled to support problem gamblers and their friends and families.

Visit www.business.qld.gov.au/rsg to access the videos and the full list of discussion starters to use with your staff.

'The right help' discussion starters

In this video, the Customer Liaison Officer (CLO) meets with a wife who suspects her husband may have a gambling problem. The CLO talks to the wife about her concerns and provides information on what the venue could do to assist and the help that is available.

01:00 Discussion 1

- What outcome is the wife seeking?
- How do you think she is feeling?
- What are your responsibilities in this situation?
- Is there a different way to approach this conversation?

01:41 Discussion 2

- How do you feel about where this conversation is going?
- Is there a different way to approach this conversation?
- Is there anything you should be careful about when talking to a family member or friend about another person's gambling?
- What help and information are you able to offer this person?
- What can you do to make the person feel listened to and supported?

03:00 Discussion 3

- What did the Customer Liaison Officer do well in this video? What would you do differently?
- What would you do next?
- What privacy concerns should you consider?
- What do you know about venue-based exclusion (exclusion direction)?
- What do you know about self-exclusion?
- What do you know about active monitoring?
- Where would you find further information about an exclusion direction, self-exclusion and active monitoring?
- How could your local Gambling Help service support your venue in this instance?
- Are you confident that you could manage this situation in your current role?