



Spirit Hotels and Gaming Compliance



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Coles operates 88 hotels under the Spirit Hotel brand, of which 76 are based in Queensland where a hotel licence is required to operate a nearby detached bottle shop or packaged liquor store. Seventy-nine hotels across Queensland, South Australia and New South Wales have gaming rooms or lounges which operate around 3,000 gaming machines in total.

Commitment to the Responsible Service of Gambling

Spirit Hotels takes its Responsible Service of Gambling (RSG) responsibilities very seriously and has policies in place aimed at limiting access to minors and vulnerable members of the community on the licensed premises which extend above and beyond those required by law.

Spirit Hotels has a six-point action plan which reinforces its commitment to responsible gambling and harm minimisation. The action plan includes:

1. warning signs in the hotel car parks and at hotel entries about the dangers of leaving children unattended in cars;*
2. significantly enhanced car park security checks by hotel management, including hourly checks from opening and half-hourly after 8pm and log book records that can be monitored and audited;*
3. gaming room screening where possible to minimise the incidental exposure of children to gaming;*
4. removal of any point of sale advertising that may attract families with children to any gaming facilities;*
5. point-of-sale helpline material in hotels with gaming operations; and
6. point-of-sale material to promote self-exclusion to help manage problem gambling.

Industry participation

During FY18, Spirit Hotels continued to participate in industry-wide initiatives designed to achieve better health outcomes for its stakeholders in the community. For example, Spirit Hotels participated in Responsible Gambling Awareness Week (RGAW) in Queensland and South Australia. As part of the week, Spirit Hotels worked closely with Relationships Australia to host and open RGAW at the Newnham Hotel in Queensland. The theme of the RGAW campaign in 2017 was "Is your gambling getting out of hand? Think of your family". In addition to hosting the launch event, Spirit Hotels actively supported RGAW by displaying RGAW signage and providing other education and awareness materials in its hotels. Spirit Hotels also requested that ATM screens display a RGAW advertisement and, where available, representatives from Gambling Help Services attended its venues to promote the initiative.

In addition, Spirit Hotel team members have attended Responsible Gambling Network meetings throughout Queensland. The meetings occur two to three times per year with the outcomes shared with all hotels in the local area.

Training

Spirit Hotels team members must complete an induction on commencement of employment which has an RSG component. In addition team members receive the following training:

- all team members employed in the gaming room are required to complete mandatory state-specific RSG training;
- all team members employed in the gaming room in Queensland must complete a specific gaming induction checklist;
- each hotel has dedicated Customer Liaison Officers appointed who are provided with training on gaming self-exclusion requests (all full-time and management level team members are required to complete this training to ensure that a Customer Liaison Officer is rostered on at all times); and
- ongoing refresher training is provided to all hotel team members on both responsible service of alcohol and RSG through a time target electronic payroll system, which team members must read on commencement of their shift.

*Note these initiatives are specific Spirit Hotel policies where it has gone above and beyond legal requirements