

## New RCG training framework starts 1 February

The NSW Government has introduced a new and improved Responsible Conduct of Gambling (RCG) tiered training framework in consultation with industry bodies to reduce gambling related harm and ensure staff are trained at a level appropriate to their roles.

Based on recommendations from the [Responsible conduct of gambling study](#) conducted in 2019 into the efficacy of RCG training in NSW, the Office of Responsible Gambling (ORG) in collaboration with the University of Sydney and ClubsNSW have developed the new framework and training resources to support staff in gaming related roles.

The framework, due to be released 1 February 2023, strengthens training requirements and provides gaming staff with practical skills to identify and proactively intervene when patrons display signs of problematic gambling behaviour.

The framework consists of:

- Responsible Conduct of Gambling training – mandatory for all staff with duties involving gaming machines
- Revised Responsible Conduct of Gambling online refresher – mandatory every five years to retain the RCG competency
- Advanced Responsible Conduct of Gambling (ARCG) – voluntary and recommended for roles with greater gambling-related harm minimisation responsibilities, such as gambling floor managers and supervisors in hotels and clubs, and club secretaries.

The content and approach have been supported through consultation and piloting with industry peak bodies, select industry staff and approved training providers.

Check the [L&GNSW website](#) for updates regarding the new RCG training framework.