



RCG Gambling Australia

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Practice Questions

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1. Under the NSW Gaming Machines Act 2001, which of the following staff members is required to hold a current Responsible Conduct of Gambling (RCG) certificate?

- A. An external accountant who audits the venue's financial records
- B. A delivery driver who drops off supplies at the rear entrance
- C. A kitchen hand who never enters the gaming machine area
- D. A gaming supervisor who regularly monitors the gaming machine area

2. What is the first step you have to do if you are approached by a patron seeking assistance for self-exclusion?

- A. Nothing as it's not a part of your job description
- B. Counsel the guest immediately
- C. Act promptly, professionally and discreetly by informing a Responsible Gaming Ambassador or your immediate supervisor
- D. Ask the patron to come back another day

3. What is the primary legislation that governs the use and operation of gaming machines in NSW clubs and hotels?

- A. The Gaming Machines Act 2001
- B. The NSW Liquor Act 2007
- C. The Gambling (Two-Up) Act 1998
- D. The Casino Control Act 1992

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4. A possible sign of a problem gambler is:

- A. Always having the biggest bet in every game
- B. Frequent smoking and drinking when gambling
- C. Breaking the law to finance gambling
- D. Playing only on weekends



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5. A patron approaches the bar and asks staff to cash a personal cheque so they can use the funds to play the gaming machines. What must the staff member do?

- A. Cash the cheque only if the amount is under \$200
- B. Refuse, because cashing cheques for gambling purposes is prohibited
- C. Refer the patron to the venue manager who may approve the transaction
- D. Cash the cheque and record it in the venue's incident register

6. Problem gambling is a financial issue only.

- A. No, problem gambling is an addiction that causes loss of self-control and affects emotion, health and interpersonal relationships
- B. Yes, all the effects that it brings are related to money
- C. No, it is the problem of the gambler's personality and it is just a mental issue
- D. Yes, it only affects the gambler's bank account

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7. A person who appears to be 16 years old approaches the entrance to the gaming machine area. What is the correct action for a staff member holding an RCG certificate?

- A. Allow entry only if a parent or guardian is present
- B. Refuse entry and ask the person to leave the gaming machine area
- C. Allow entry if the person confirms they are not going to gamble
- D. Allow entry but request they stay near the exit

8. What is a common sign of a gambling problem?

- A. Chasing losses
- B. Setting a budget for gambling
- C. Taking breaks
- D. Understanding odds

9. Which free helpline number must NSW venues display and communicate to patrons as part of mandatory responsible gambling signage requirements?

- A. 1800 858 858 (GambleAware)
- B. 1800 800 944 (Gambling Help Online chat)
- C. 131 450 (Translating and Interpreting Service)
- D. 1300 131 302 (Liquor & Gaming NSW complaints)

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10. Which of the following is a common myth associated with gambling?

- A. Gambling can provide a quick way to make money.
- B. Gambling can be addictive.
- C. Gambling involves risk.
- D. Gambling should be done responsibly.

11. A licensee of a NSW hotel wants to install an ATM inside the gaming machine area to make it easier for patrons to withdraw cash. Is this permitted?

- A. No, ATMs are prohibited anywhere on licensed premises
- B. No, ATMs must not be located within or have direct access from a gaming machine area
- C. Yes, provided the ATM displays responsible gambling messaging
- D. Yes, but only if the daily withdrawal limit is set to \$500

12. What should you do if you suspect a friend or patron has a gambling problem?

- A. Confront them and demand they stop gambling.
- B. Ignore the issue and hope it resolves on its own.
- C. Express concern and encourage them to seek help.
- D. Join them in gambling to keep an eye on them.

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13. Under the Gaming Machines Act 2001, a licensee who allows a minor to enter the gaming machine area is subject to which consequence?

- A. A verbal warning recorded in the staff incident log
- B. A significant financial penalty and potential licence action
- C. A mandatory 24-hour gaming machine shutdown
- D. Compulsory RCG refresher training for all staff within 7 days

14. What are some potential warning signs of gambling addiction?

- A. Increasing debt and financial troubles.
- B. Neglecting work or personal responsibilities.
- C. Lying or hiding gambling habits from friends and family.
- D. All of the above.



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15. Which of the following best describes what the Responsible Conduct of Gambling (RCG) certificate training covers in the NSW context?

- A. Marketing strategies for promoting gaming machine jackpot events
- B. Harm minimisation obligations, recognising problem gambling, and responsible gambling practices
- C. Technical repair and maintenance of gaming machine hardware
- D. Accounting procedures for gaming machine revenue and tax obligations

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16. What is the definition of gambling addiction?

- A. The inability to control or stop gambling despite negative consequences.
- B. A habit of gambling occasionally for recreational purposes.
- C. The act of playing games that involve chance for entertainment.
- D. A state of being addicted to winning money through gambling.

17. A patron asks a gaming staff member for a loan of \$50 to keep playing the gaming machines because they have run out of money. What should the staff member do?

- A. Provide the loan and record it in the float register
- B. Offer a complimentary food voucher instead as a compromise
- C. Refer the patron to the duty manager who has authority to approve small loans
- D. Decline, as providing credit or loans for gambling is prohibited

18. Which of the following is NOT a common symptom of gambling addiction?

- A. Borrowing money to gamble or pay gambling debts.
- B. Feeling restless or irritable when trying to stop gambling.
- C. Losing interest in other activities or hobbies.
- D. Being able to consistently control gambling behaviour.

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19. A patron has voluntarily placed themselves on the venue's self-exclusion register six months ago. The patron now arrives at the venue and attempts to enter the gaming machine area. What is the staff member's obligation?

- A. Allow entry since six months is a sufficient cooling-off period
- B. Refuse entry to the gaming machine area and follow the venue's self-exclusion procedures
- C. Allow entry only if the patron signs a new declaration waiving the exclusion
- D. Contact Liquor & Gaming NSW to check whether the exclusion is still active before deciding

20. What is the first step in addressing a gambling addiction?

- A. Accepting that a gambling problem exists.
- B. Seeking financial advice to manage gambling debts.
- C. Avoiding places or situations that involve gambling.
- D. Setting strict limits on the amount of money spent on gambling.

21. Which of the following scenarios would be considered an inducement to gamble, which is prohibited under NSW responsible gambling requirements?

- A. Displaying the mandatory gambling help poster near the gaming machine area entrance
- B. Offering free gaming machine credits to patrons who have been playing for two hours
- C. Training staff to greet patrons entering the gaming machine area
- D. Providing free water to all patrons anywhere in the venue

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22. What term describes the practice of gambling to escape from stress, anxiety, or emotional difficulties?

- A. Recreational gambling
- B. Social gambling
- C. Coping gambling
- D. Occasional gambling



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23. Under the Gaming Machines Act 2001, which statement correctly describes a licensee's duty of care when a staff member reasonably believes a patron may be experiencing problem gambling?

- A. The licensee and trained staff have an obligation to approach the patron in a caring, non-confrontational manner and provide information about gambling help services
- B. The licensee's only obligation is to ensure mandatory signage is displayed and no further action is required
- C. The licensee has no legal duty until the patron self-identifies as having a gambling problem
- D. The licensee must immediately contact Liquor & Gaming NSW and suspend gaming operations until the patron leaves

24. Which of the following is NOT a symptom of gambling addiction?

- A. Inability to stop or control gambling
- B. Neglecting work or personal responsibilities due to gambling
- C. Feeling boredom and restlessness when not gambling
- D. Occasionally participating in a poker tournament

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25. A hotel licensee instructs a bar attendant — who holds an RCG certificate — to serve complimentary alcoholic drinks to patrons actively playing gaming machines in order to keep them at the machines longer. Which of the following best describes the legal and professional position of the bar attendant?

- A. The bar attendant should refuse, as serving alcohol to encourage continued gambling is an offence under both responsible gambling and liquor laws
- B. The bar attendant must comply because the licensee's instruction overrides RCG obligations
- C. The bar attendant should comply but document each drink served in the incident register
- D. The bar attendant should comply only if the drinks are single-serve standard drinks

26. Which gambling activity is associated with the highest risk of developing a gambling addiction?

- A. Playing the lottery
- B. Betting on sports
- C. Slot machines / electronic gaming machines
- D. Poker tournaments



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27. Under the Gaming Machines Act 2001, which combination of parties bears primary legal responsibility for ensuring RCG compliance is maintained in a licensed NSW club's gaming machine area?

- A. The approved manager and any third-party gaming system provider contracted by the venue
- B. Liquor & Gaming NSW inspectors and the NSW Police Force only
- C. The licensee (club board) and any staff member who works in or in connection with the gaming machine area
- D. The Responsible Gambling Officer designated by the club and the state government only

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28. A patron has been playing the same gaming machine for over four hours without a break. According to NSW RCG guidelines, which behaviour does this most clearly indicate?

- A. The patron is a high-value loyalty member who should be left alone
- B. Gambling for long periods without breaks, which is a recognised problem-gambling warning sign
- C. The patron may simply be waiting for a friend and should be offered food
- D. Normal recreational gambling behaviour that requires no staff attention

29. A patron approaches the bar and asks staff to lend them \$50 so they can continue playing the gaming machines after losing their money. What is the correct staff response under NSW RCG requirements?

- A. Lend the money as a personal favour since it is a small amount
- B. Direct the patron to the venue's ATM so they can withdraw the funds themselves
- C. Decline the request, as providing credit or loans for gambling is prohibited, and offer responsible-gambling information
- D. Ask a manager whether a small loan is permitted under the venue's policy

30. Which free telephone helpline must NSW venues make available to patrons seeking help with gambling problems, as required by Liquor & Gaming NSW?

- A. GambleAware on 1800 858 858
- B. The National Debt Helpline on 1800 007 007
- C. Beyond Blue on 1300 22 4636
- D. Lifeline on 13 11 14



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1. D — A gaming supervisor who regularly monitors the gaming machine area

Under the Gaming Machines Act 2001 and Liquor & Gaming NSW requirements, any staff member whose duties involve working in or with the gaming machine area — including supervisors — must hold a current RCG certificate.

2. C — Act promptly, professionally and discreetly by informing a Responsible Gaming Ambassador or your immediate supervisor

Staff must act promptly, professionally and discreetly when a patron approaches them for self-exclusion assistance, by informing a Responsible Gaming Ambassador or supervisor.

3. A — The Gaming Machines Act 2001

The Gaming Machines Act 2001 is the primary NSW statute that regulates the operation of gaming machines in clubs and hotels, setting out licensing requirements, harm-minimisation obligations, and penalties.

4. C — Breaking the law to finance gambling

Breaking the law to finance gambling is a serious indicator of problem gambling behaviour. It reflects loss of control and the prioritisation of gambling over legal and ethical obligations.

5. B — Refuse, because cashing cheques for gambling purposes is prohibited

Liquor & Gaming NSW guidelines prohibit venues from cashing cheques for the purpose of enabling a person to gamble, as this constitutes a form of providing credit for gambling.

6. A — No, problem gambling is an addiction that causes loss of self-control and affects emotion, health and interpersonal relationships

Problem gambling is not solely a financial issue. It is an addiction that affects emotional wellbeing, physical health, and interpersonal relationships, in addition to financial consequences.

7. B — Refuse entry and ask the person to leave the gaming machine area

The Gaming Machines Act 2001 prohibits persons under 18 years of age from entering or remaining in a gaming machine area, regardless of whether they intend to gamble or are accompanied by an adult.

8. A — Chasing losses

Chasing losses — continuing to gamble in an attempt to recover money already lost — is one of the most recognised signs of problem gambling.

9. A — 1800 858 858 (GambleAware)

Venues are required under Liquor & Gaming NSW harm-minimisation rules to display information about GambleAware on 1800 858 858, the primary state-funded problem gambling counselling and referral service.

10. A — Gambling can provide a quick way to make money.

The idea that gambling provides a quick way to make money is a myth. The odds always favour the house, so gambling is not a reliable way to make money.



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11. B — No, ATMs must not be located within or have direct access from a gaming machine area

Under the Gaming Machines Act 2001 and associated regulations, ATMs must not be installed inside, or provide direct access from, a gaming machine area, as this would facilitate immediate cash access that encourages continued gambling.

12. C — Express concern and encourage them to seek help.

Expressing concern in a non-confrontational way and encouraging the person to seek professional help is the most appropriate and supportive response.

13. B — A significant financial penalty and potential licence action

Allowing a minor into a gaming machine area is a serious offence under the Gaming Machines Act 2001 that carries substantial financial penalties and can result in disciplinary action against the venue's licence.

14. D — All of the above.

Warning signs of gambling addiction include financial difficulties, neglect of responsibilities, and concealing gambling behaviour from others.

15. B — Harm minimisation obligations, recognising problem gambling, and responsible gambling practices

RCG training focuses on harm minimisation, identifying signs of problem gambling, understanding legislative responsibilities, and applying responsible gambling practices in clubs and hotels across NSW.

16. A — The inability to control or stop gambling despite negative consequences.

Gambling addiction (also called problem gambling or compulsive gambling) is the inability to control or stop gambling behaviour, even when it leads to serious financial, personal, or emotional problems.

17. D — Decline, as providing credit or loans for gambling is prohibited

Providing any form of credit, loans, or financial assistance to a patron for the purpose of gambling is prohibited under Liquor & Gaming NSW responsible gambling guidelines and the Gaming Machines Act 2001.

18. D — Being able to consistently control gambling behaviour.

A hallmark of gambling addiction is loss of control. Being able to consistently control gambling behaviour is therefore not a symptom — it is the opposite of what characterises addiction.

19. B — Refuse entry to the gaming machine area and follow the venue's self-exclusion procedures

Once a person is on a self-exclusion register, the venue is obligated to refuse them access to the gaming machine area and to follow its documented self-exclusion procedures until the exclusion is formally revoked.

20. A — Accepting that a gambling problem exists.

Recognising and accepting that a gambling problem exists is the essential first step. Without this acknowledgement, meaningful help-seeking and recovery cannot begin.

21. B — Offering free gaming machine credits to patrons who have been playing for two hours

Offering free gaming credits or other inducements (such as free meals or alcohol) specifically tied to continued gaming machine play is prohibited under NSW harm-minimisation requirements as it encourages excessive gambling.

22. C — Coping gambling

Coping gambling refers to using gambling as a mechanism to deal with stress, anxiety, or negative emotions, which is a significant risk factor for developing a gambling disorder.



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23. A — The licensee and trained staff have an obligation to approach the patron in a caring, non-confrontational manner and provide information about gambling help services

NSW RCG requirements place a proactive duty on licensees and trained staff to respond to problem gambling warning signs by approaching affected patrons with care and making them aware of available support services such as GambleAware.

24. D — Occasionally participating in a poker tournament

Occasional participation in gambling activities is not in itself a symptom of addiction. Addiction is characterised by loss of control, neglected responsibilities, and compulsive engagement.

25. A — The bar attendant should refuse, as serving alcohol to encourage continued gambling is an offence under both responsible gambling and liquor laws

Using alcohol as an inducement to prolong gambling contravenes both the responsible gambling provisions of the Gaming Machines Act 2001 and responsible service of alcohol obligations — an RCG-certified staff member must not comply with such an instruction.

26. C — Slot machines / electronic gaming machines

Electronic gaming machines (pokies/slot machines) are associated with the highest risk of gambling addiction due to their fast pace, continuous play, and reinforcing reward structure.

27. C — The licensee (club board) and any staff member who works in or in connection with the gaming machine area

The Gaming Machines Act 2001 places primary compliance responsibility on the licensee — the club board — and extends personal obligations to all staff members who work in or in connection with the gaming machine area, making both liable for breaches.

28. B — Gambling for long periods without breaks, which is a recognised problem-gambling warning sign

NSW Liquor & Gaming guidelines identify gambling for extended periods without breaks as one of the key behavioural warning signs of problem gambling, and staff are trained to monitor for this pattern.

29. C — Decline the request, as providing credit or loans for gambling is prohibited, and offer responsible-gambling information

Under NSW Gaming Machines Act 2001 and RCG standards, providing credit or loans to patrons for gambling purposes is strictly prohibited, and staff must decline and offer information about support services.

30. A — GambleAware on 1800 858 858

NSW RCG training requires venues to prominently display and refer patrons to GambleAware on 1800 858 858 as the dedicated responsible-gambling counselling service.



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