

BUILDING CONFIDENCE & COMPETENCE

**AHA (NT) TRAINING AND EDUCATION
PLAN – RESPONSIBLE GAMBLING**

1. Check Lists

Disclaimer

This Training resource must be read in conjunction with the Northern Territory Code of Practice for Responsible Gambling 2016, as well as any relevant legislation and Practice Direction that may be amended by the NT Government or issued by the Director-General of Licensing from time to time.

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**Northern Territory Code of Practice
for Responsible Gambling 2016**

Gambling providers will be required to demonstrate implementation of the Code to achieve the stated outcomes.

Code - Overview

- Provision of Information
- Interaction - patrons and community
- Training and skills development
- Exclusion Provisions
- Physical Environment
- Minors
- Financial Transactions
- Advertising and promotions
- Gambling Research and Evaluation
- Privacy Policy

Regulation & Action

The Code can be seen in 2 contexts:

- ***Regulation*** of what can be “seen”, like signage, minors, advertising, provision of info, policies
- ***Practical ongoing actions*** taken by licensees, managers and gambling staff to deliver responsible service of gambling

KEY ROLE – COMMUNITY LIAISON OFFICER

Community Liaison. To support early intervention and prevention strategies, gambling providers are to establish:

- appropriate links with gambling support services in the NT and, where applicable, nationally; and
- link with appropriate community networks where gambling related issues could be raised.

KEY ROLE – COMMUNITY LIAISON OFFICER

Community Liaison Officer Role – Commercial gambling providers must appoint a person to:

- be available during approved gaming opening hours;
- provide appropriate information and assistance to patrons with gambling related problems;
- support other staff in providing assistance to these affected patrons; and
- provide assistance to any staff that may themselves have gambling related issues.

OTHER CLO ROLES *MAY* INCLUDE

What else do the Act, Regulations, Rules and Directions require?

- Community & Agency Liaison & Networking
- Signage, Info Availability, Advertising and Policy/
Procedure Compliance
- Physical Environment, Financial Transactions and Minors
- Support for staff in identifying and responding to Red Flag Behaviour
- Problem Gambling Intervention and Self Exclusion

BUILDING CONFIDENCE AND COMPETENCE

- Knowledge and Understanding
- Support Resources

Knowledge and Understanding

- RSG NT Online
- Code Comprehension Update
- Training Webinars for CLOs
- Supervisor & Manager Development
- Red Flag identification, Response & Exclusion Support (Amity)
- Government Compliance Focus (Licensing NT)

RSG Online

- **Nationally accredited** – covers responsible gambling, problem gambling issues, identifying responding to problem gambling behaviour, and NT regulatory and compliance issues
- Recommended basis for the skills and knowledge required for any gambling staff and CLO
- Introductory subsidy

CLO Training

- Face to Face and Webinars
 - Basic Checklist and Desk Top Audit
 - Community Agency Liaison and Networking for support and assistance
 - Signage, Information availability, advertising and policy compliance
 - Physical Environment, Minors and Financial Transaction compliance.
 - Red Flag Behaviour
 - Intervention Self Exclusion

Support & Resources

- **AHA NT Gambling Network Meetings**
- **CLO Training Materials** – Gradual development June – Sept 2016
 - Basic Checklist/s and Desk Top Audit
 - Community Agency Liaison and Networking for support and assistance
 - Signage, Information availability, advertising and policy compliance
 - Physical Environment, Minors and Financial Transaction compliance.
 - Red Flag Behaviour
 - Intervention Self Exclusion
- **Templates** –
 - Mission, Responsible Gambling, Financial Policies,
 - Complaints Management, Procedures, Register
 - Self Exclusion, Licensee Exclusion
 - Incident Records, Register
 - Training Register
- **Signage (AHA NT & Amity)**
- **Community & Agency Networks**

Using Checklists - manage risk

- What are the most important issues for compliance in your venue? What does it depend on?
- Machines
- Patrons
- Staff
- Location
- Performance

Compliance Check List

- Signage
- Self-Exclusion
- Information Available
 - Culturally Appropriate
- Training
- Physical Environment
- Advertising
- Records
- Financial
- Privacy

Priority Checking – Straw Poll

- What Checklist Issue carries the ***MOST RISK*** for your gambling service delivery?
- *What Checklist Issue do you check the ***LEAST?*** & the ***MOST?****
- What is the ***hardest issue to CHECK PROPERLY?***
- What issue hasn't really touched the radar?

For Example - How do you Check?

- That counselling info is offered?
- Gambling area is “continuously” supervised?
- Minors are not in the gambling area?
- All staff have appropriate training?
- Advertising is based on fact and not misleading?
- Intoxicated patrons are not gambling?

Top 10 Greatest Hits

What are your most important checks?

Using Your Checklist

- **What makes it Valid?**
 - Set Timeframes for checking – based on your operation
 - Record who, when, what you have checked
 - Refer or Action for Remedy
 - Record Action

AHA NT Website members access Resources

- Training – Responsible Gambling
 - Master Checklist
- Industry Information – Gambling – Relevant Legislation
 - 2016 Code of Practice
 - Acts, Regs, Rules
 - Practice Directions