

BUILDING CONFIDENCE & COMPETENCE

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



**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

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

Direct/ Indirect Responsibility or Oversight

- 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)

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