

REGULATION 12: REQUIREMENT TO PROVIDE PROBLEM GAMBLING AWARENESS TRAINING

1. *The holder of a class 4 venue license or casino operator's license must, in relation to a venue at which it conducts gambling, provide problem gambling awareness training-*
 - a) *in the case of a class 4 venue, to the venue manager and any other venue personnel so as to ensure that there is always a trained person at the venue when class 4 gambling is available:*
 - b) *in the case of a casino venue, the manager of the venue and any employee of the venue who is in direct contact with players in the course of his or her duties at the venue.*

2. *As a minimum, the training referred to in subclause (1) must enable the manager or employee to whom the training has been provided to-*
 - a) *approach a player that a manager or employee has reasonable grounds to believe may be experiencing difficulties relating to gambling:*
 - b) *provide information to a player about the characteristics of problem gambling (including recognised signs of problem gambling):*
 - c) *provide information to a player about the potential risks and consequences of problem gambling:*
 - d) *provide information to a player about how to access problem gambling services:*
 - e) *remind a player that the venue manager or the holder of a casino operator's license (as the case may be) may identify a person that the manager or operator has reasonable grounds to believe is a problem gambler and ban the player from the gambling area of the venue concerned for up to 2 years:*
 - f) *remind a player that he or she can identify himself or herself as a problem gambler and request that the venue manager or casino operator (as the case may be) exclude the player from the gambling area of the venue for up to 2 years.*

3. *The holder of a class 4 license must ensure that an employee who has received problem gambling awareness training is present at the class 4 venue at all times when gambling activities are available to players.*

Ref: Department of Internal Affairs, October 2005