



An initiative of



Gaming Care

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The Hotels Responsible Gambling Early Intervention Agency Ltd trading as *Gaming Care* is an initiative of the the Australian Hotels Association – South Australian Branch AHA (SA). The AHA (SA) is one of the oldest business based associations in South Australia, having operated continuously since 1873. The Association's role is to represent and promote the interests of licensed hotels throughout the state.

The AHA (SA) members account for more than 87% of the hotel industry in SA. They range from small country hotels to five-star hotels and resorts. Over 80% of the South Australian Hotel Industry also provides gaming and gambling facilities.

HOTELS RESPONSIBLE GAMBLING EARLY INTERVENTION AGENCY LTD.

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Gaming Care Team At Full Strength

In this edition we introduce you to the Gaming Care team, provide you with a snippet of information about them, let you know what regions they are linked to, and introduce Club Safe services.

We are really pleased to now be at full strength with the recent appointment of two additional Gaming Care officers. This will not only enable us to provide an even better, expanded service but will give venues a designated officer who will be the first point of contact for assistance in complying with the codes of practice and providing support to venue staff in identifying and supporting patrons who may be experiencing difficulties with their gambling behaviour.

The officers will spend much of their time out and about visiting venues so you can expect to see them sometime soon.

Good news stories don't rate highly in the media, this is especially apparent in relation to gambling where articles always tend to be on the negative consequences. While I am not naïve enough to think that we can change this, I would like to, through this newsletter feature some of the good things that venues are doing through their responsible gambling policies and practices. If you would like to tell your story, please give us a call.

Rhonda Turley
Executive Officer
Gaming Care

Gaming Care Supports Clubs SA New Initiative



Gaming Care Officers Didier Vollerin and Tracey Riggs with new Club Safe Officers Giselle Berriman and Tracey Schumacher

Just like the Hotel Industry, the Club industry is well aware of how serious the issue of problem gambling is and are jointly committed to addressing and reducing gambling problems in the South Australian community.

The main objective of Club Safe is to support the Club industry to identify problem gamblers and facilitate early access to gambling support services.

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GamingCare

Mission Statement - *Our Long Term Ambition*

Our Goal:

The ambition of *Gaming Care* is to positively encourage and assist all Hotel gaming venues, their owners, management and staff (and therefore the collective Industry) to comply with both the 'letter' and spirit of the Codes of Practice.

The Reward:

By embracing *Gaming Care's* philosophy and utilising the agency's expertise, resources, services and networks, Hotels with gaming and gambling services will achieve and maintain economic viability while delivering their services in a socially responsible manner.

The Beneficiaries:

Such an outcome will benefit our customers, the industry, its owners, investors, financiers, shareholders, employees, their collective families, the taxpayers of this state and the broader community in South Australia.

Gaming Care Supports Clubs SA New Initiative

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This initiative also promotes a closer working relationship between gaming venues and local gambling support services. It has the potential to have immense value to the community.

Club Safe is run by an independent Board, an Executive Director and two Project Officers. The Executive Director of Club Safe is Helen Martin who is also the Executive Director of Clubs SA and the Licensed Club Industry Training Foundation of SA Inc. The two Project Officers, Giselle Berriman and Tracey Schumacher have been appointed to assist

Clubs meet their obligations and legal requirements relating to responsible gambling and build closer relationships between the industry and support services.

Giselle and Tracey will be visiting Clubs throughout South Australia and will be facilitating and promoting programs, initiatives and policies to promote access by patrons to problem gambling support services; undertake audits of gaming venues for compliance with regulatory Codes of Practice; provide assistance to gaming managers in relation to compliance with regulatory Codes of Practice; facilitate open lines of communication with gaming machine

venues, Clubs SA and gambling counselling services; and promote, facilitate and disseminate research and information relating to problem gambling. A state-wide training focus is a key feature of this initiative.

For further information on Club Safe you can call us on Ph: 8376 2699.

Helen Martin

Executive Director
Club Safe

NB: Gaming Care and Club Safe work closely to ensure a total 'industry' approach.



Gaming Care Officer Tracey Riggs discussing codes of practice issues with Berri's Big River Tavern staff



Delivering in house training to ALH venue staff at the Stockade Hotel, Salisbury



Venue staff participating in small group exercise at Mount Gambier Code of Practice Workshop at the Mount Gambier Hotel on 27 September 2006



Gaming Care Officer Didier Vollerin with Eve Barratt, Chief Executive Officer Lifeline SouthEast SA at AHA(SA) South East Regional at Mount Gambier 26 September 2006



Salvation Army Break Even Counsellors, Gary Raymond and Emily Lim presenting at Code Practice Workshop at the Finsbury Hotel



Venue staff participating in small group exercise at Code of Practice workshop at Finsbury Hotel



Didier with Counsellors from Lifeline South East Break Even and Nunku Warrin Yunti Break Even and venue staff - South East combined Meet and Greet and Code of Practice Workshop.

Lifeline South East – *Gaming Care Making A Difference*

Lifeline South East together with Gaming Care Officer Didier Vollerin have been actively working together to build on the existing relationship that has been built up over many years between the counselling service and the local venues in Mount Gambier and surrounding districts.

In a recent article in the Border Watch dated 8/8/2006 Michelle Osmond, Lifeline's Break Even Service team leader indicated that a "more responsible approach by hoteliers and venues may be helping to stem the tide of losses in the local area" and was also quoted as saying "a gambling care officer has been employed through the Australian Hotels Association and we are working very closely with him. He has been down here to help the hotels and give them a hand and they all have a fair bit of policing in place with how they run things and the standards that they keep up".

Getting To Know The Gaming Care Team - *Staff Profiles*

Rhonda Turley - Executive Officer

Rhonda joined the hotel industry in May 2004 as the AHA (SA)'s first Responsible Gambling Officer. Her background prior to this was in the welfare and community services sector where she had worked for many years in the area of family and community development and for the six years prior to joining the AHA (SA) with the South Australian Council of Social Services (SACOSS).

Her personal connection to the industry is through her great grandparents who were country publicans with stints at the Coobowie and Booborowie Hotels on the York Peninsula and the Bon Accord Hotel in Burra.

Her personal interests include travel, reading, music and local football, actively and passionately supporting the Port Adelaide Magpies.

Rhonda's role is overseeing the day to day operation of the agency, which includes managing staff and ensuring that the services provided are in line with the Agency's stated aims and objectives.

Tracey Riggs

Tracey joined the Agency in September 2005 as Gaming Care Officer. Her extensive background in the industry brought a wealth of knowledge and experience to the position. She has been involved in gaming since day one and continually strives towards the highest best practice standards for an industry that she is passionate about. Tracey is

also an experienced volunteer telephone crisis counsellor.

Prior to joining the Agency, Tracey was Marketing and Promotions Officer for the Lasseter' Hotel Group where she was instrumental in developing policies and procedures needed to comply with the codes of practice.

Tracey's regions include the Southern Metro, South Coast, Port Pirie, Port Augusta and Far North, Whyalla and the Upper North East.

Didier Vollerin

Didier joined the agency in October 2005 as Gaming Care Officer. He brought with him his experience in the hospitality industry both through his role as Security Shift Supervisor with Skycity's Adelaide Casino and his work for the Stamford Plaza.

Didier enjoys the challenge of continually working to ensure that policies and procedures reflect the needs of today's gaming industry and strives to ensure that venues have necessary policies in place to comply with the codes of practice.

Didier's regions now include venues in the South East, Northern Metropolitan, Gawler Barossa, Mid North and Adelaide CBD.

The Newest Editions To The Team

Megan Webb

Megan commenced as Gaming Care Officer on 18 September. She brings to

the position a mix of industry experience through her work in gaming at the Maid of Auckland and Uraidla hotels and her employment with the Job Network sector over the past two years.

This combination of hospitality and community-based skills and experience will prove valuable in her new current role. Megan is completing a Bachelor of Psychology.

Megan's regions will include Murray Mallee, Adelaide Hills, Western Metro, Port Adelaide and North Adelaide.

Jarrod Egan

Jarrod joined the team mid October this year after his most recent role as General Manager of the Beswick Hewitt Tasker Hotel Group. He has a strong background working in the industry and will bring with him over ten years of experience, hands on knowledge and skills of all aspects of hotels and gaming.

Jarrod's existing, excellent rapport with many licensees, managers and gaming managers, his background which also includes train the trainer and studying towards a social sciences degree, will make him a valuable asset to the agency.

Jarrod's regions will include Eyre Peninsula, York Peninsula, Lower North, East Metro and Adelaide CBD.

NB The Adelaide CBD will be shared between Didier and Jarrod.

A Snapshot of Gaming Care Activity

Our work is really beginning to consolidate as venue licensees, managers and gaming managers become more aware and understanding of the key role we play in supporting them with responsible gambling practices and requirements of the codes of practice.

I recently undertook the exercise of fitting our activities and services provided over the last twelve months (has it been twelve months already!) into our stated strategies, aims and objectives. It was pleasing to see that this was a good fit to date and we are on track with what we set out to do.

Some of this includes:

- Achieving regular communication via newsletters, industry publications and personal visits – to the end of August 2006 all venues with gaming had been sent a copy of the first edition of our newsletter, contributing an article to the Office of Liquor and Gambling Commissioner's Bulletin and most importantly having a total of 872 contacts made with venues through visits by a Gaming Care Officer.

- 502 first visits
- 251 venues received a second visit
- 119 venues received a third or more visits
- We have actively participated in all AHA(SA) regional meetings and functions during the twelve months
- Year to date 21 Meet and Greets have been held across the metropolitan and country regions involving venue staff and local Break Even Service counsellors. Approximately 300 venue staff have attended these sessions with positive feedback received. Thanks to the following Break Even Services for their participation – Uniting Care Wesley Adelaide and Christies Beach, Salvation Army Kilkenny, Uniting Care Wesley Bowden, Nunkuwarrin Yunti (State-wide Indigenous Service), Lifeline South East, Centacare and Uniting Care Wesley Port Pirie
- Combining workshops on the codes of practice with country region Meet & Greets
- Linking individual venues to local Break Even Services in relation to specific patron issues
- Delivered, facilitated or participated in 20 in-house codes of practice information and awareness sessions for venue staff in metro (for hotel groups) and country regions. Approximately 320 staff attended these sessions
- We have provided a range of specific assistance to 287 venues covering things like, identifying individual patron problem gambling behaviours, provision of signage, policies and documentation need for compliance with codes, clarification regarding gaming promotions, assistance with barring/self exclusion processes, assist venues explore patron support options, assist venues respond to non compliance notices from Office of Liquor and Gambling Commissioner and gaming room audits
- Utilising the patron questionnaire as a means to raising awareness of responsible gambling information and services available. Patrons in 120 venues have been surveyed to date with a participation rate of over 60%.

Rhonda Turley
Executive Officer

The Flinders Therapy Service for Problem Gamblers – A Service Profile

The Flinders Therapy Service is a state wide resource funded through the Gamblers Rehabilitation Fund and the Department of Families and Communities that provides assessment, evidence based treatment, ongoing support and follow up for problem gamblers.

The treatment approach involves cognitive behaviour therapy, with a focus on the reduction of the clients urge to gamble. Behavioural psychotherapy views gambling as a behaviour that has been acquired by typical learning processes. It follows that once learnt it can be unlearned by reversing the original processes. The service's gambling specific treatment is based on the principle that it is the client's urge to gamble that is out of control.

This treatment enables mastery over and elimination of the urge to gamble, which facilitates recovery both in gambling behaviour and functional recovery in the person's life. Once a client has mastered their urge to gamble, secondary control measures, such as venue and money avoidance, become unnecessary.

Cognitive therapy is used to help clients challenge erroneous beliefs that are related to gambling and negative thought patterns associated with depressed mood.

The service provides both one-on-one therapy and group therapy modalities. Clients who register for therapy present with a variety of gambling problems, from those with early gambling problems to those who have a significant long-standing problem. The treatment program is individualised to meet the specific needs of the clients. Clients who cannot access the service are offered the option of teleconference treatment sessions with staff, in combination with their local mental health worker who can provide additional support within the client's rural setting. As appropriate, the client's significant other(s) are also provided with education and support regarding the treatment process.

The service is closely involved in research into the treatment of gambling problems and the treatment program has

been constructed from current evidence of efficacy.

To date the service has received over 900 registrations, with 198 registrations in 2005/06.

Close affiliation with the Flinders University enables students in the Masters of Mental Health Sciences to have an opportunity to study in the area of problem gambling and develop clinical competencies.

The service is staffed headed by its Director, Associate Professor Malcolm Battersby with Jane Oakes as Team Leader and a team of therapists and administration staff.

People can self refer to the Flinders Therapy Service for Problem Gamblers. This is a free service.

Contact details are telephone (08) 8204 4779.

For more information visit the website at <http://som.flinders.edu.au/FUSA/CCTU/CARD%20Index.htm>