

Extract from the
**HOTELS RESPONSIBLE GAMBLING EARLY INTERVENTION
AGENCY LIMITED**
ABN 26 117 158 282
DIRECTORS' REPORT

for 2005

**HOTELS RESPONSIBLE GAMBLING EARLY INTERVENTION
AGENCY LIMITED**

ABN 26 117 158 282

DIRECTORS' REPORT

Future Developments

No future developments are envisioned for the company as it remains constant to its core objectives being the provision of venue-based assistance to licensees, managers, gaming managers and staff in the early identification of and support for problem gamblers and regulatory compliance requirements including the Responsible Gambling and Advertising Codes of practice.

Environmental Issues

The company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory.

Indemnifying Officers or Auditor

During or since the end of the period, the company has given an indemnity or entered into an agreement to indemnify, or paid or agreed to pay insurance premiums only as follows:

Since the end of the period, the company has paid an insurance premium of \$3,354 (excluding GST) for "Association Liability Insurance". The cover provided by this premium includes professional indemnity insurance and directors and officers insurance.

Proceedings on Behalf of Company

No person has applied for leave of Court to bring proceedings on behalf of the company or intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings.

The company was not a party to any such proceedings during the period.

Information on Directors and Company Secretary

Ms Melinda Jane Jeffreys - Director

Qualifications - Associate Diploma in Business

Experience - Consultant / Director Winter Jeffreys, Chairman Adelaide Convention Centre, Director Tourism Australia, Previous CEO and Executive Adelaide Casino and Hilton Hotel. Past Board Member Independent Gaming Authority, SA Tourism Commission and Adelaide Convention and Tourism Authority

Special Responsibilities - Melinda is the Chairman of the HRGEIA Ltd Board

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DIRECTORS' REPORT

Information on Directors and Company Secretary (cont'd)

- Mr Harry Bourlotos - Director
- Qualifications - Bachelor of Economics (B.Ec), Graduate Diploma in Accounting, Graduate Diploma in System Analysis
- Experience - 7 years Public Sector Financial Auditing, 5 years IT with Telstra, 11 years in the Gaming Industry (7 years as General Manager)
- Special Responsibilities - None
-
- Mr Ian Philip Horne - Director / Company Secretary
- Qualifications - Graduate Certificate in Management (GradCertMgt) and a Master of Business Administration (MBA) from the University of Adelaide
- Experience - General Manager AHA (SA), Member AHA (SA) Council and Executive Council. Has been a member of the Australian Competition and Consumer Commission's Advisory Committee, a board member of Crimestoppers, and the Vice Chair, Treasurer and board member of the Adelaide Convention and Tourism Authority and is a current Director of the South Australia Tourism Commission
- Special Responsibilities - Ian is a member of the HRGEIA Ltd Advisory Committee
-
- Mr Wolfgang Woehlert - Director
- Qualifications - Police Studies Certificate
- Experience - 20 years Police, Industry Association Representation, Management of Hotel Group
- Special Responsibilities - Wally is a member of the HRGEIA Ltd Advisory Committee
-
- Mr Constantine Paleologos - Director
- Qualifications - Masters Degree in Clinical Psychology, Honours Degree in Psychology, Bachelor of Arts
- Experience - Women's and Children's Hospital / Department of Psychological Medicine, Member of Establishment Board of Port Adelaide Community Health Services
- Special Responsibilities - None

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DIRECTORS' REPORT

Meetings of Directors

During the period, two meetings of directors and no meetings of the advisory committee were held. Attendances by each director during the period were as follows:

	Directors' Meetings		Advisory Committee Meetings	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Ms Melinda Jane Jeffreys	2	2	-	-
Mr Harry Bourlotos	2	2	-	-
Mr Ian Philip Horne	2	2	-	-
Mr Wolfgang Woehlert	2	2	-	-
Mr Constantine Paleologos	2	2	-	-

Auditor's Independence Declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out on page 5.

Signed in accordance with a resolution of the Board of Directors:

IAN PHILIP HORNE
DIRECTOR

Dated 10 April 2006

'GAMING CARE'

PATRON QUESTIONNAIRE

(To be completed by Patron)

Male Female

QUESTIONS:

a) Do you mind answering a few questions? Yes No

b) Have you been surveyed by 'Gaming Care' before? Yes No

1/ Age 18 -24 25 – 39 40 – 54 55+

2/ What is your postcode? _____

3/ Do you participate in any of the following? Lotteries TAB Keno Casino

4/ Do you play pokies at any other venues? Yes No

5/ Do you decide how much you are going to spend before you play? Yes No

6/ Have you noticed the Responsible Gambling information available here? Yes No

7/ Have you ever read the Responsible Gambling literature? Yes No

8/ Are you aware that the Responsible Gambling literature provides information for all users, ranging from how the machines operate to how patrons can bar themselves from any gaming venue? Yes No

9/ Are you aware there is a 1800 helpline number? Yes No

10/ If you ever felt in need of help, would you: Yes No

• Speak to the gaming staff Yes No

• Speak to the manager Yes No

• Call the 1800 number Yes No

• Speak to a friend Yes No

• Call a Break Even service Yes No

11/ Would you like to speak to someone in confidence about anything that might be concerning you? Yes No

12/ A free service is available to help people – would you consider this? Yes No

Follow Up Yes No



An initiative of

**AHA
SA**

AUSTRALIAN
HOTELS
ASSOCIATION
(SA)

Gaming Care

December 2008

July 2009

A Culture of Responsibility - Some History

The AHA (SA) has demonstrated a strong commitment to fostering a **culture of responsibility** and therefore a **socially responsible hotel gaming machine industry** since the introduction of gaming on 25th July 1994. The Industry has displayed enormous leadership in the area of harm minimisation strategies demonstrated in many Australian first initiatives that included the publication of Australia's first consumer education package known as **SMART PLAY** in early 1996. This was produced in consultation with welfare agencies that included Salvation Army, Adelaide Central Mission and Catholic Centacare. At that time Professor Mark Dickerson, the Executive Director of the Australian Institute of Gambling Research, suggested that the "initiative has the potential to set the standard for the industry in all States" (Advertiser 05/11/1995). This followed the earlier offer in July 1994 by Industry (AHA (SA) & Clubs SA) of a voluntary contribution of \$1 million p.a. (now \$1.5 million via the Independent Gaming Corporation Ltd) to then Minister for Family and Community Services, the Hon. David Wotton MP, for the establishment of a funding mechanism for gamblers rehabilitation services.

The establishment of the Gamblers Rehabilitation Fund (GRF) was

subsequently announced by then Premier Hon. Dean Brown MP in August 1994. It is this GRF contribution that has been a principle source of funds for the 'Break Even' counselling network, this industry contribution being additional to its taxation obligations.

This philosophy and commitment to collaborative partnerships is entirely consistent with and supportive of the principles of the **National Framework on Problem Gambling 2004-2008**, the joint initiative of the Australian Government and State and Territory governments through the Ministerial Council on Gambling and co-signed by the South Australian Government.

As a result of its leadership role in the Industry and its status as a key stakeholder, the AHA (SA) is very aware of community concerns relating to the issue of problem gambling and consistent with its long term efforts to develop harm minimisation strategies and initiatives, is committed to addressing and reducing the level of problem gambling that relates to gambling services in Hotels.

To that end, the AHA (SA) has established 'Hotels Responsible Gambling Early Intervention Agency Ltd' trading as *Gaming Care*.

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.

Direct Line: (08) 8100 2499
Email: information@gamingcare.org.au

AUSTRALIAN HOTELS ASSOCIATION (SA)

Street Address:

Level 4, 60 Hindmarsh Square Adelaide SA 5000

Postal Address:

PO Box 3092, Rundle Mall SA 5000

Telephone: (08) 8232 4525

Free Toll: 1800 814 525

Fax: (08) 8232 4979

Email: information@ahasa.asn.au

Web: www.ahasa.asn.au

Gaming Care

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.

Organisational Structure

The People

The company's board has been established with five (5) Directors. They are;

Jane Jeffreys	Business Practitioner/Consultant (Chairperson)
Con Paleologos	Clinical Psychologist/ Consultant
Ian Horne	General Manager, AHA(SA) (Company Secretary/Public Officer)
erry Bourlotos	General Manager, Independent Gaming Corporation Ltd
Wally Woehlert	General Manager, Jones Group of Companies

Gaming Care employs an Executive Officer responsible for the day to day supervision of the agency function. *Gaming Care* Officers are employed to deliver the services outlined in its business plan. Essentially *Gaming Care* Officers are employed to support the hotel industry in implementing early intervention strategies, achieve a high level of compliance and to facilitate a collaborative and cooperative relationship between gaming venues and counselling services.

Gaming Care's structure includes a board (as detailed above) to provide overall governance and strategic direction to the agency. An Advisory/Reference Group acting as an advisory resource has representation from the welfare sector and the LHMU.

Gaming Care is working closely and cooperatively with Club SA in establishing their Club Safe early intervention strategy

Aim and Objectives

Why we exist?

The aims and objectives of *Gaming Care* are detailed in its constitution and can be summarised as follows:

- Assist gaming venue owners, licensees, managers and gaming room staff in the early identification of, and support for, problem gamblers
- Encourage open lines of communication with gaming machine venues, the Australian Hotels Association (SA Branch) and gambling counselling services
- Promote, finance, facilitate, undertake and disseminate research and information relating to problem gambling
- Assist in developing and promoting programs, initiatives and policies designed to assist venues to address problem gambling
- Provide assistance to gaming licensees and managers in relation to compliance with regulatory Codes of Practice
- Undertaking audits of gaming venues on a voluntary basis to assist venues in complying with the regulatory Codes of Practice;

In essence Gaming Care's core business, its fundamental reason for being is to support the Hotel industry and individual venues, their management and staff, to identify problem gamblers and facilitate early access to gambling support services by those gamblers i.e. early intervention.



AHA (SA) SOUTH EAST REGIONAL MEETING (APR 11, 2006):
Gaming Care Officer Didier Vollerin (right) with (L-R) Maurice Saponari from Langfords Hotel Brokers and Barry and Liz Sutcliffe from the Federal Hotel-Motel in Mount Gambier.



AHA (SA) SOUTH EAST REGIONAL MEETING (APR 11, 2006):
Gaming Care Executive Officer Rhonda Turley (centre) with Peter Sugate (left) and Wendy Richardson (right) from Flanagans Irish Pub in Mount Gambier.



AHA (SA) GAWLER & BAROSSA REGIONAL MEETING (FEB 14, 2006):
Gaming Care Officer Didier Vollerin (right) with Hans Fetzer from the Weintal Resort Barossa.



AHA (SA) METRO REGIONAL MEETING (OCT 25, 2005):
Gaming Care Executive Officer Rhonda Turley (right) with Rebecca Kennedy from the Woodcroft Tavern.

Source of Finance

Who pays for it?

Gaming Care's sole source of income at this point in time is a grant provided by the Independent Gaming Corporation Ltd. This funding is subject to the conditions of a 'Deed of Grant' entered into between the Australian Hotels Association (SA Branch), Hotels Responsible Gambling Early Intervention Agency Ltd (Gaming Care) and the Independent Gaming Corporation Ltd (IGC).

Although the Board of the IGC Ltd has endorsed the Gaming Care initiative and acknowledged the on-going nature of its operation, future funding of the agency will be considered on an annual basis and on¹ after review of budgets and any other relevant information. As all Hotels with gaming are subscribers to IGC Ltd, the Gaming Care service is available to all operators irrespective of Association membership.



GAMBLING AWARENESS WEEK (MAY 7-13, 2006):

(L-R) Gaming Care Officer Didier Vollerin, Break Even Service Counsellor Cambodian Association of SA Savry Ouh, Gaming Care Officer Tracey Riggs and Gaming Care Executive Officer Rhonda Turley.

GAMBLING AWARENESS WEEK (MAY 7-13, 2006):

(L-R) Gaming Care Executive Officer Rhonda Turley, Multi-cultural Communities Council of SA Executive Officer Vivien Hope and SkyCity Adelaide Legal Compliance and Host Responsibility Manager Joe Sinisi.



Future directions, targets and strategies

Where do we want to go and how are we going to get there?

STRATEGY 1:

GENERATE AWARENESS & UTILISATION OF AGENCY SERVICES

Simply put, to get out and about in venues with customers, management and staff, encouraging participation in Gaming Care programs & initiatives and in doing so providing information and assistance where possible.

STRATEGY 2:

ESTABLISH & MAINTAIN KEY RELATIONSHIPS

With Counselling Services

Talk with each other, share information & ideas, encourage collective efforts and initiative. Work with each other, not against.

With Government Agencies

As above

STRATEGY 3:

IMPLEMENT EARLY INTERVENTION INITIATIVES

- Provide assistance, advice and support to venue staff to identify and assist those patrons with potential problems
- develop a range of early intervention tools and strategies that are both practical and acceptable to venue operators
- encourage, facilitate and take an active role in the development of local initiatives to address problem gambling in communities
- where appropriate, assist hotel staff in responding to patrons who seek assistance, have requested self exclusion or have been identified as needing to be barred referred to an appropriate gambling support service provider
- as a priority, utilise the 'Patron Awareness Questionnaire' with patrons in hotels to increase the awareness of gambling counselling services and responsible gambling information.

Desired outcomes & key performance indicators -

What do we want to achieve?

Outcome 1:

Greater levels of venue compliance with regulatory requirements (Legislative, Regulatory and Codes of Practice) as a result of gaming room audits and the promotion of venue self assessment audit checklists.

Outcome 2:

Acceptance of the Agency by gambling counselling services demonstrated by ongoing positive interaction

participation in joint local initiatives, increased contact between venues and local gambling support services

Outcome 3:

Increase in number of patrons referred to gambling support services resulting from venue staff increased levels of knowledge and understanding of problem gambling and the development of relationships between venues and local gambling support services.

A Snapshot of Gaming Care Activity

After the first planning phase, work really began in earnest in January of this year by getting out and about visiting hotels and commencing to build relationships with licensees, managers and gaming managers in hotels and to provide them with information on the role of the agency and the assistance it can provide. Every hotel with gaming machines in the state had been sent an information pack late last year and invited to an industry information session.

Venue Visits

To the end of May Gaming Care Officers have had 600 contacts through visits to venues. The purpose of these have included initial visits to provide information on the role of the agency, revisits, gaming room compliance audits, assistance with policy documentation required under the codes of practice, signage/information, commencing building relationships with Break Even Service counselling agencies, conducting patron surveys at 43 venues and assisting individual venues with patron situations.

Assistance and Support

In addition close to 500 telephone calls, emails and approaches have been received requesting information or assistance. A breakdown of the type of requests received includes:

- Barring/Self Exclusion related
- Seeking clarification on general in-house policies – it is pleasing to note that while many venues believed they were complying with the codes of practice, they still sought certainty and reassurance from Gaming Care
- Advice on Easter promotions – continued confusion around whether Easter chocolates are considered a household staple
- Requests for signage/responsible gambling information needed in gaming rooms
- Requests for generic policy documentation required to comply with codes of practice as a result of visits from Office of Liquor and Gambling Commissioner inspectors
- Request for all documentation/policies etc needed as a result of licensee transfers ie when the venue is sold
- Patron survey related issues, for example, process, responses etc
- Welfare sector related ie agencies seeking clarification on local relationships, venue initiatives and specific patron/venue issues.

Building Relationships Between Venues and Counselling Services

Building closer relationships between venues and support services is done by establishing or strengthening existing links between the parties. Building healthy relationships often takes time, effort and energy and a willingness to acknowledge and be prepared to work through some of the tensions that exist around problem gambling. To do this Gaming Care has developed a 'meet and greet' initiative to bring together venue staff and Break Even Service counsellors in an informal way to get to know each other and gain a broader understanding of both the services and the work hotels are doing to address problem gambling.

To date three metropolitan and five regional 'meet and greets' have been initiated with positive results. Our learning has been that a 'one size fits all' approach will not work especially in regional areas where geographical distances and small staffed hotels need to be taken into consideration. Feedback from some of the counsellors who attended these sessions has been, "I got a lot out of the experience and a more informed opinion on some of the difficulties hotels have around problem

gambling" and "now have a greater understanding of the good work and policies that hotels have in place". The majority of hotels have issued invitations for counsellors to have regular chats with them. Gaming Care will support the hotels and agencies in this process.

Regional Meetings

Gaming Care made presentations at 16 regional meetings (meetings of Hoteliers conducted by AHA (SA) around the state (from Kangaroo Island to Port Lincoln to Mount Gambier).

Other Activities

Participation in Gambling Awareness Week functions and activities – including handing out responsible gambling information at stalls in the city, metropolitan and regional areas.

- Presentation at North East Anti Poverty Forum
- Presentation at Break Even Service Network Meeting
- Participation in various training sessions including the Jackpot Club Network, group owners and groups of regional hotels.

Rhonda Turley
Executive Officer

Hotels Responsible Gambling Early Intervention Agency Ltd trading as Gaming Care as at 1st June 2006

Hotels with Gaming Machines in South Australia

Members

100% 'subscribers'

Member: Australian Hotels Association (SA Branch)

Source of Finance:
IGC Ltd. (100%)

Gaming Care:
Board of Directors

Advisory Panel

Gaming Care Officer:
Tracey Riggs



Executive Officer:
Rhonda Turley



Gaming Care Officer:
Didier Vollerin



AHA (SA)
Administrative Support

Gaming Care Officer

Gaming Care Officer



An initiative of

**AHA
SA**

AUSTRALIAN
HOTELS
ASSOCIATION
(SA)

Gaming Care

Newsletter No. 002 November 2006

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 naive 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 Volkerin 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.

Continued next page...

The Hotels Association of South Australia (The AHAS) is a not-for-profit organisation that represents the interests of the hotel industry in South Australia. The AHAS is a member of the Australian Hotels Association (AHA) which is based in Sydney, New South Wales. The AHAS is a member of the Australian Hotels Association (AHA) which is based in Sydney, New South Wales. The AHAS is a member of the Australian Hotels Association (AHA) which is based in Sydney, New South Wales.

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HOTELS RESPONSIBLE GAMBLING EARLY INTERVENTION AGENCY
Direct Line: (08) 8100 2400
Email: information@hahogcare.org.au

AUSTRALIAN HOTELS ASSOCIATION (SA)
Street Address: 100 Rundle Street, Adelaide, SA 5000
Phone: (08) 8232 1111

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GamingCare

Mission Statement - *Our Long Term Ambition*

GamingCare is a not-for-profit organisation that provides support services to the gaming industry in South Australia. Our mission is to ensure that the industry operates in a responsible and sustainable manner, and that the interests of the community are protected. We provide a range of services including training, counselling, and support for gaming machine operators and venue staff. Our goal is to create a safe and healthy gaming environment for all.

GamingCare's long-term ambition is to ensure that the gaming industry in South Australia is a responsible and sustainable one. We aim to achieve this by providing high-quality support services to the industry, and by promoting responsible gaming practices. Our focus is on the well-being of the industry, its owners, employees, financiers, shareholders, and their collective families. We want to ensure that the industry is a positive force for the community in South Australia.

Our beneficiaries:
The outcome will benefit our industry, its owners, employees, financiers, shareholders, and their collective families. We want to ensure that the industry is a positive force for the community in South Australia.

Gaming Care Supports Clubs SA New Initiative

Continued from previous page...

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.

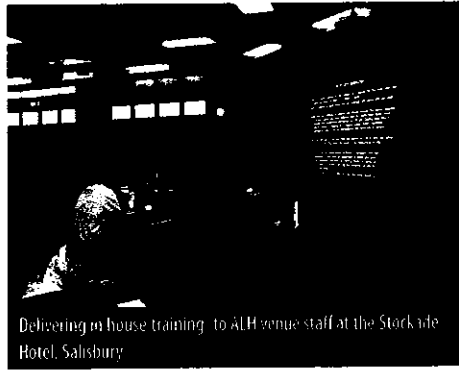
For further information on Club Safe you can call us on Ph: 8376 2699.

Helen Martin
Executive Director
Club Safe

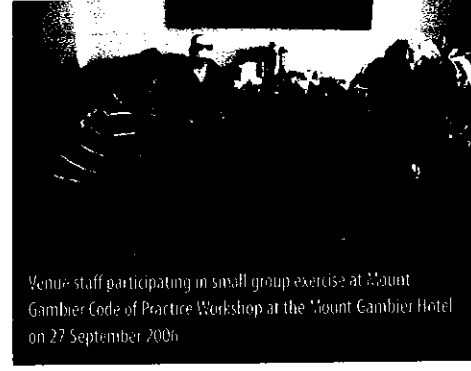
NB: Gaming Care and Club Safe work closely to ensure a total 'industry' approach.



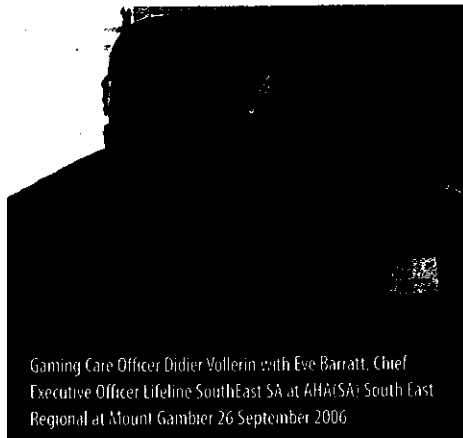
Gaming Care Officer Tracey Biggs discussing codes of practice issues with Berri's Big River Tavern staff



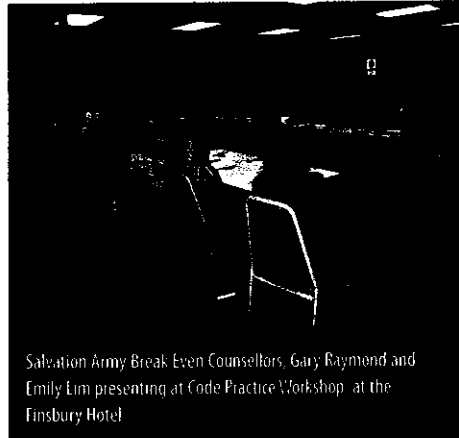
Delivering in-house training to ALH venue staff at the Stockade Hotel, Salisbury



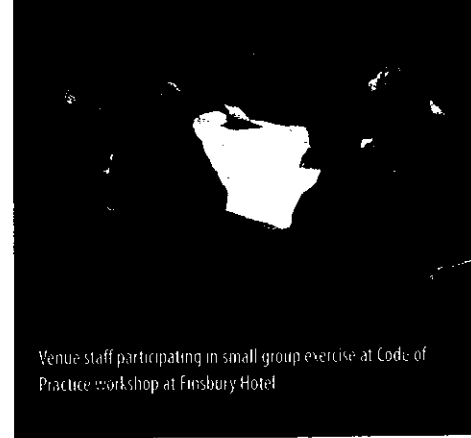
Venue staff participating in small group exercise at Mount Gambier Code of Practice Workshop at the Mount Gambier Hotel on 27 September 2006



Gaming Care Officer Didier Vullerin 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

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".



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.

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 Coonowie and Boorowie Hotels on the Yorke 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.

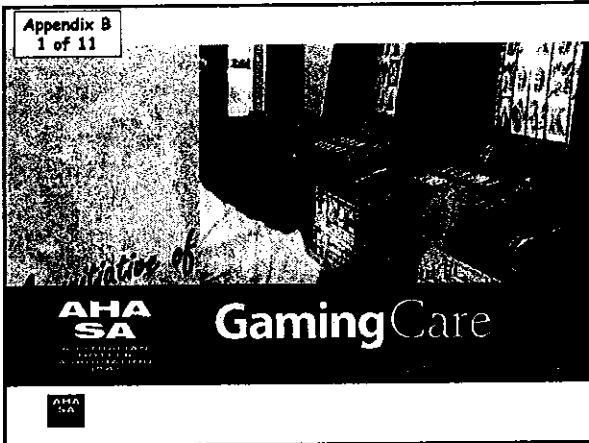
Close affiliation with the Flinders University enables students in the Masters of Mental Health Sciences to have an opportunity to study in the area of problem gambling and develop clinical competencies.

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/ARD%20Index.htm>



Appendix B
2 of 11

GamingCare

Purpose:

- Assist with venue compliance
- Build relationships with counselling services including meet & greets
- Patron surveys and early intervention strategies
- Research and assistance as necessary

AHA SA

Appendix B
3 of 11

GamingCare

To the end of August 2005 -

- 502 venues visited once
- 251 venues visited twice
- 119 venues visited 3 or more times

AHA SA

Appendix B
4 of 11

GamingCare

To August 2005 have responded to 287 requests for assistance:

- Identifying problem gamblers
- Code of practice signage
- Policies and documentation
- Promotions and advertising advice
- Barring and self exclusion
- Patron support options
- Non compliance breaches
- Gaming room audits

AHA SA

Appendix B
5 of 11

GamingCare

- Patron questionnaire - 120 venues surveyed to date - positive feedback/60% response rate
- 21 Meet & Greet Sessions
- 20 Code of Practice Workshops

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Appendix B
6 of 11

GamingCare

The Team


Executive Officer - Rhonda Turley

Gaming Care Officers

Tracey Riggs
Didier Vollerin
Megan Webb
Jarrod Egan



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Appendix B
7 of 11

Connectivity way of life!

Appendix B
8 of 11

Connectivity way of life!

- Club Safe was established on 1st August 2006
- Club Safe is designed to facilitate the provision of support for problem gamblers
- Club Safe promotes a closer working relationship between gaming Clubs and local gambling support services.

Appendix B
9 of 11



Community way of life!

CLUB SAFE'S OBJECTIVES

- Support the industry to meet regulatory requirements
- Promote access by patrons to problem gambling support services
- Provide assistance to the Industry with Codes of Practice compliance
- Provide and facilitate training courses for the industry

Appendix B
10 of 11



Community way of life!

IN THE FIRST TWO MONTHS OF OPERATION

- Two full time Project Officers have been employed
- 90% of Clubs have been visited once
- Over 40 compliance audits have been undertaken in Clubs
- Currently developing an Advanced Responsible Gambling Course

Appendix B
11 of 11



Community way of life!

CLUB SAFE'S STRUCTURE INCLUDES:

- A five person Board
- An Executive Director
Helen Martin
- Two Club Safe Officers
Giselle Berriman
Tracey Schumacher