

Red Flags Gambling Training

Recognising and responding to gambling red flag behaviours is a fundamental aspect in creating a responsible gambling environment for your customers.

Amity Community Services offers free training and support to all land based gambling venues across the Northern Territory. This training will help your staff build knowledge and practical skills to identify and respond to potential red flag behaviours people might display when gambling in your venue.

All venues in the Northern Territory are required by the NT Code of Practice for Responsible Gambling to ensure all staff engaged in the provision of gambling services undertake an approved refresher training. Our recognising and responding to gambling red flag behaviour training will help your venue meet the NT Code of Practice for Responsible Gambling requirements and ensure best practice in your venue through a duty of care to your customers. Amity is not a compliance authority; we are simply here to support you and your venue by providing training, resources and support designed to minimise harm relating to gambling.

Who is this training for? All venue staff involved in the provision of gambling services.

How long does the training go for?

The training is online and on demand, done at your own pace from **<https://amity-admin.greeneducationgroup.com/landing>**

If you would like this training delivered in person, it runs for 2 hours. To book please contact the gambling team below.

Contact Amity for more information

gambling@amity.org.au
(08) 8944 6565
www.amity.org.au

WHAT WILL I LEARN IN THIS TRAINING?

- 1** Importance of Responsible Gambling to Industry, Customers and Staff.
- 2** Definition of Responsible Gambling and Problem Gambling.
- 3** Recognise Responsible Gambling messaging as good customer service.
- 4** Understand continuum of gambling involvement.
- 5** Recognise gambling Red Flags associated with potential problem gambling.
- 6** Use customer service skills to respond to common myths.
- 7** Increase confidence in responding to potential problem gambling flags.
- 8** Techniques to increase success in Responsible Gambling conversations.