

RESPONSIBLE GAMBLING CODE OF PRACTICE

STAFF REGISTER

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JOB TITLE	JOB ROLE	TRAINING	DATE COMPLETED	MEASURES FOR IMPLEMENTATION	PERSONS
Gaming Machine Employee	<ul style="list-style-type: none">- Receipting monies- Cashier Duties- Cancelling Credits- Refilling hoppers- Payouts- Clearing jammed coin- Cash Clearances- Basic machine maintenance	<ul style="list-style-type: none">- Gaming Operations- Responsible Gambling- Advanced Responsible Gambling<ul style="list-style-type: none">- Advanced Identification & Intervention skills as per AIA agreement		<ul style="list-style-type: none">- Monitor use of gaming machines- Maintain Incident Register as per AIA agreement- Report excessive losses to manager- Report Problem Gambling Behaviour- Maintains signage	Badge Number

JOB TITLE	JOB ROLE	TRAINING	DATE COMPLETED	MEASURES FOR IMPLEMENTATION	PERSONS
Gaming Machine Manager	<ul style="list-style-type: none"> - All employee duties plus; - Staff supervision - Issue and Control of keys - Resolving disputes - A Gaming Manager must be on the premises at all times - Maintain Clubs Incident Register 	<ul style="list-style-type: none"> - Gaming Operations - Responsible Gambling - Advanced Responsible Gambling - Advanced Identification & Intervention skills as per AIA agreement 		<ul style="list-style-type: none"> - Maintain signage - Monitor use of gaming machines - Review records of patron problematic gambling behaviour at least fortnightly -update staff with any concerns and action plans - Provide gambling help service information - Actions any self request barring orders - Facilitate and document interventions as per AIA Agreement 	Gaming Badge Number

JOB TITLE	JOB ROLE	TRAINING	DATE COMPLETED	MEASURES FOR IMPLEMENTATION	PERSONS
Club Manager	<ul style="list-style-type: none"> - All duties of Gaming Manager plus; - Overall management of gaming room, staff and responsible gambling policies and procedures - Identify a gambling rehabilitation agency that patrons can readily access (including the name of the Manager of that Agency and its address) - Establishes and maintains contact with a gambling rehabilitation agency about problem gambling matters - Ensure staff are sufficiently informed about the identity of the gambling rehabilitation agency so as to be able to direct patrons 	<ul style="list-style-type: none"> - Gaming Operations - Responsible Gambling - Advanced Responsible Gambling - Advanced Identification & Intervention skills as per AIA agreement 		<ul style="list-style-type: none"> - All duties of Gaming Manager plus; - Keep responsible gambling document up to date - Keep copies of all staff training certificates - Maintain all responsible gambling policies and procedures - Keep a folder of all responsible gambling material sent out in newsletters etc - Keep a folder of all advertising of gambling products - Maintain a relationship with local gambling help service - Keep staff up to date with responsible gambling issues - Provide in-house training when necessary - Provide helpline information - Action any self request barring orders - Facilitate and document interventions as per AIA Agreement - Review records of patron problematic gambling behaviour at least fortnightly 	Gaming Badge Number