



Venue Support and Responsible Gambling

#ManyWays16



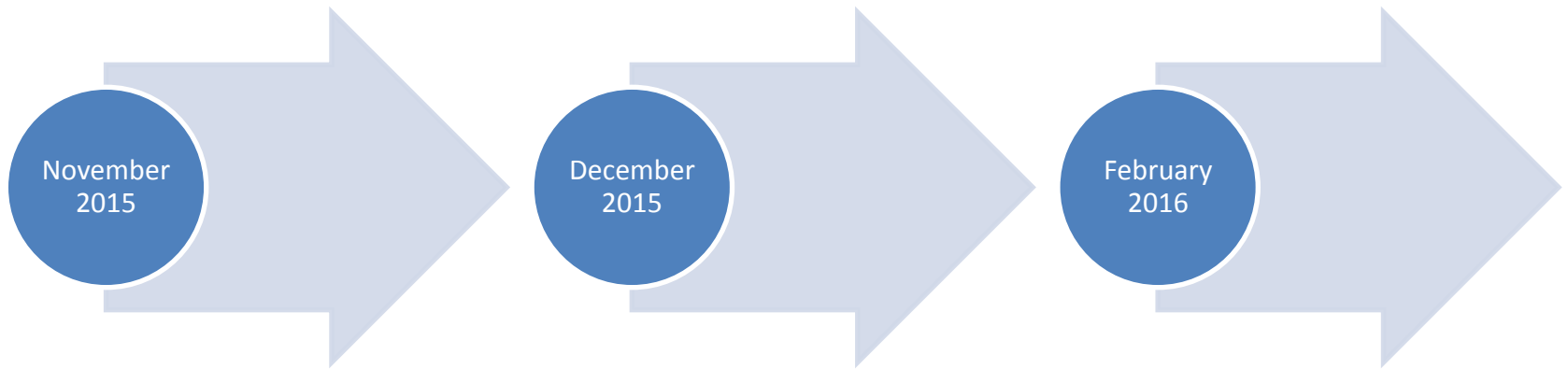
Gareth Hanlon

Banyule Community Health

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YourPlay
(Voluntary Pre-commitment)

Provision of information on YourPlay
to Therapeutic Counsellors

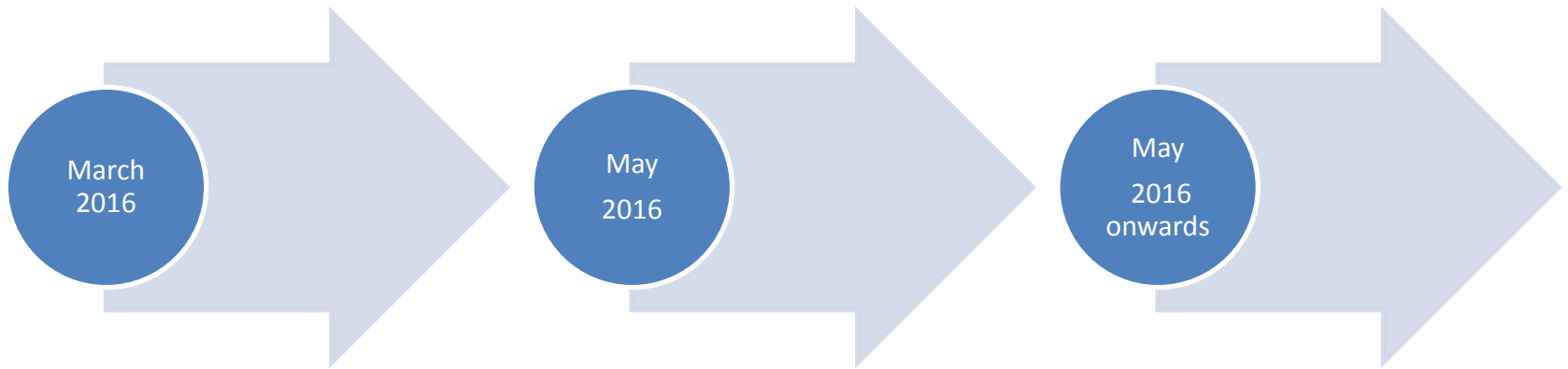


Team Meeting
Venue Support Worker
Presented to Gambler's Help Northern Team

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- Wanted to know more
- Good for some clients / right time
- Venue Support Worker will help to keep up to date
- Brochures / Collateral shown to staff
- On-line link to YourPlay training shown to staff
- Commencement date of December 1st reinforced
- Update to all staff on status of December 1st
- DoJ / OLGR invitation to attend meeting
- Newsletter publications provided



Team Meeting
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Workshop Meeting
Venue Support Worker
Presented to Therapeutic Counsellors

Ongoing Communication
Venue Support Worker
Presented to Gambler's Help Northern Team

- OLGR attended meeting – communication strategy
- Update on resources
- Underline available resources
- Collected data on uptake
- Positive response (has been raised with clients)
- Loyalty vs YourPlay clarification – was a finding
- Ongoing emails to Therapeutic Counsellors
- Updates at meetings on uptake
- OLGR – 2 venues in region in Top 5 for state

- The importance of having the Venue Support Worker Program in place has made this process a success.
- Venue Support Workers have an amazing network and close relationships with gaming venues and industry stakeholders.
- The Venue Support Workers are enabled to educate and ensure that staff working with Gambler's Help are up to date with all initiatives that can support clients and pathways to recovery.
- This is another example of how Venue Support Workers have been able to provide Therapeutic Counsellors and other staff with the crucial information around YourPlay to then support clients and have another tool that can be used to assist them following attending the service or inform others affected by gambling.
- YourPlay has been welcomed by the Gambler's Help Services and will continue to be promoted by staff with clients and also within gaming venues.