

# Gambling Industry Training in the ACT

Gambling harm prevention training is important for preventing and reducing gambling harm in the ACT. Staff of community clubs, TAB and the Casino who complete the training will gain skills and knowledge to empower them to support their patrons.



| Training                               | Who  | What   | When   | How   |
|--|--|--|--|---|
| <b>Approved Program* (RCG)</b>         | Staff working for a gambling facility where they are involved in providing gambling services and the supervisors of those staff.   | Responsible Conduct of Gambling (RCG) training is delivered online or face-to-face.<br><br>Training includes assessment. | Prior to working in a role providing gambling services.<br><br>Every 3 years.  | Contact the training provider directly.     |
| <b>Approved Program* (GCO)</b>         | Staff at a gambling facility wishing to be appointed as a Gambling Contact Officer (GCO).<br><br><i>All ACT gambling licensees must have at least one appointed GCO.</i> | This training is delivered online or face-to-face.<br><br>Training includes assessment.                                  | Within 3 years of appointment.<br><br><i>It is recommended that GCOs repeat the approved GCO program and not the RCG training every 3 years.</i> | Contact the training provider directly.     |
| <b>GCO Session* (Yearly)</b>           | Existing GCOs only.  | This training provides advanced training and professional development.<br><br>Sessions are held face-to-face.            | In every year of appointment.  | Contact the training provider directly.     |
| <b>Club Board Information sessions</b> | Community Club Board Members and senior management.  | Free voluntary Gambling Harm Prevention Training.  | Licensees can request a preferred session date.  | Contact the Gambling and Racing Commission. |

\*Mandatory under the Gambling and Racing Control (Code of Practice) Regulation 2002 .

# Gambling Industry Training Providers

| Training Provider                                   | Access Recognised Learning | BetSafe | Casino Canberra | CIT | Lifeline Canberra | TabCorp | Wisdom Learning | Worksmart Global |
|---|----------------------------|---------|-----------------|-----|-------------------|---------|-----------------|------------------|
| RCG Program   | ✓                          | ✓       | ✓               | ✓   |                   | ✓       |                 | ✓                |
| GCO Program   | ✓                          | ✓       |                 | ✓   |                   |         |                 |                  |
| GCO Session (Yearly)                                |                            |         |                 |     | ✓                 |         | ✓               |                  |
| Gambling Harm Prevention Club Board Member Training |                            |         |                 |     |                   |         | ✓               |                  |

For the most up to date information on courses and providers, visit the Gambling and Racing Commission's [industry training website](#).

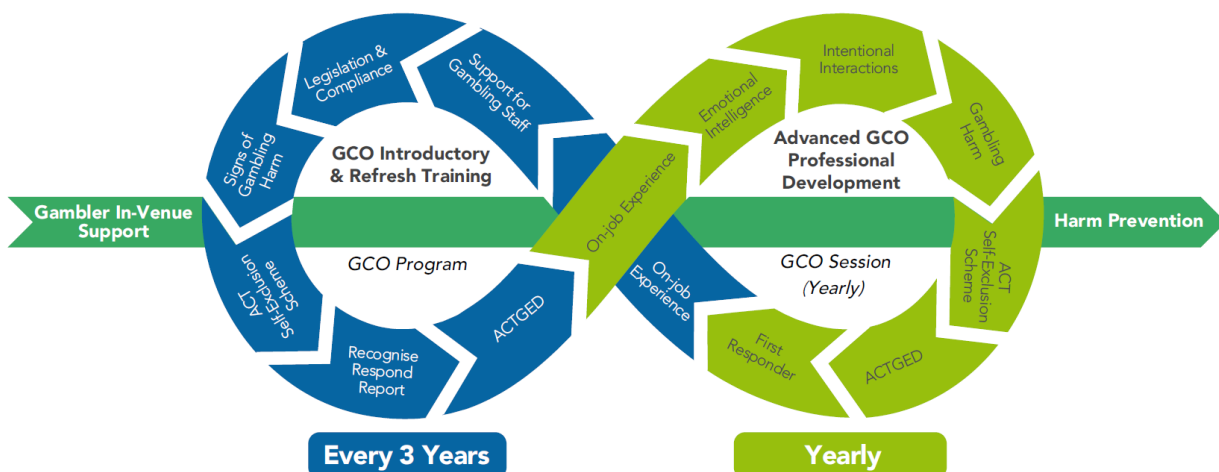
All staff members who are directly involved in providing gambling services to patrons, and their supervisors, are required to complete training and maintain records for compliance purposes.

The *Gambling and Racing Control (Code of Practice) Regulation 2002* sections relating to training are:

- Schedule 1 Conduct of gambling
- Part 1.2 Problem gambling
- Division 1.2.2 Section 1.9 (3) and Schedule 1 Conduct of gambling
- Part 1.2 Problem gambling Division 1.2.2 Section 1.9 (4)

## Gambling Contact Officer Training

A Gambling Contact Officer (GCO) is the main point of contact for patrons and staff for gambling issues. Each licensee of a gambling facility must have at least one GCO who can be contacted when required.



# What makes a good GCO?

A good GCO is...

- Compassionate, empathetic, supportive, proactive
- Emotionally intelligent, patient, non-judgemental
- Accountable, takes action, good listener
- Understands Self-Exclusion & re-entry processes
- Aware of relevant legislation and policy
- Good at building rapport, strong observational skills, approachable

GCO attributes, skills and capabilities are supported through training.

## What GCOs have said about yearly training



## Contact Us



Training: 6207 0359 (option 4)  
ACTGED: 6207 0359 (option 3)  
AGSS: 6122 7100



[www.gamblingandracing.act.gov.au](http://www.gamblingandracing.act.gov.au)  
[www.actgamblingsupport.org.au](http://www.actgamblingsupport.org.au)



Training: [GamblingHarmPrevention@act.gov.au](mailto:GamblingHarmPrevention@act.gov.au)  
ACTGED: [ExclusionSupport@act.gov.au](mailto:ExclusionSupport@act.gov.au)  
AGSS: [AGSS@racr.org.au](mailto:AGSS@racr.org.au)



**Gambling and Harm Prevention Team**  
ACT Gambling & Racing Commission  
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Canberra ACT 2601

The Gambling and Harm Prevention Team is available by telephone and email during business hours to provide gambling venue support. We are happy to answer your questions about training, the ACT Gambling Exclusion Scheme, ACT Gambler Exclusion Database (ACTGED), and gambling harm. Industry staff can also contact the ACT Gambling Support Service (AGSS) for advice, support and to stock up on in-venue support materials.