

## Effective Harm Minimisation Strategies in Liquor & Gaming

Harm minimisation is a key responsibility for hospitality venues that serve alcohol and provide gaming services. By implementing effective strategies, venues can create a safe and responsible environment for patrons while ensuring compliance with regulations.

### 1. Responsible Alcohol Service

- Train staff to recognise signs of intoxication and refuse service when necessary.
- Encourage the consumption of food and water alongside alcoholic beverages.
- Provide a safe and comfortable environment for patrons to enjoy alcohol responsibly.
- Display responsible drinking messages and signage throughout the venue.
- Offer non-alcoholic beverage alternatives.

### 2. Gambling Harm Prevention

- Train staff to identify signs of problem gambling and intervene appropriately.
- Provide self-exclusion options and ensure all staff understand the process.
- Display responsible gambling information, including helpline numbers.
- Ensure gaming areas are well-monitored and that responsible gaming messages are visible.
- Promote breaks in play and limit continuous gaming time.

### 3. Financial Crime Awareness (AML/CTF Compliance)

- Monitor and report suspicious transactions that may indicate money laundering.
- Train staff to recognise high-risk behaviours related to financial crime.
- Ensure compliance with Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) regulations.
- Keep accurate records of transactions and suspicious activity reports (SARs).
- Implement strict cash-handling policies to reduce the risk of financial crime.

### 4. Patron & Staff Safety

- Implement clear procedures for handling aggressive behaviour or intoxicated patrons.
- Train staff in conflict resolution and de-escalation techniques.
- Provide safe transport options for patrons who may be at risk.
- Maintain adequate security measures, including CCTV monitoring and security personnel.

- Ensure emergency exits and safety procedures are clearly communicated and accessible.

## **5. Compliance & Staff Training**

- Ensure all staff have up-to-date training in RSA, RSG, and AML/CTF compliance.
- Conduct regular refresher courses to keep staff informed about changing regulations.
- Encourage a culture of responsibility and awareness within the venue.
- Work with local authorities and support services to improve harm minimisation efforts.

## **Conclusion**

Effective harm minimisation strategies are essential for creating a responsible and compliant hospitality environment. By proactively addressing alcohol and gambling-related risks, venues can protect patrons, staff, and their business reputation.

## **Need Training?**

Zealifi offers industry-leading training in RSA, RSG, RMLV, and AML/CTF compliance. Ensure your team is fully equipped with the knowledge and skills to implement harm minimisation strategies effectively.



## **Book Your Training Today**

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