



Dated 1st July 2024

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INTRODUCTION

Windale Gateshead Bowling Clubs' (the Club) Board of Directors and Management are committed to providing a safe and responsible venue for all patrons in the delivery of gambling products. We acknowledge our role to ensure that our patrons' well-being is paramount in the conduct of our operations.

This Responsible Gambling Policy shall outline the initiatives taken by the club to be a responsible venue within our community. The Club is focused on its commitment to the Clubs NSW Gaming Code of Practice, harm minimization and reducing the impact that gambling related products can have on individuals and the wider community.

The Club is located in the Lake Macquarie Local Government Area and the Mt Hutton / Windale SA2 which is a Band 3 SA2 at the date of this policy's acceptance.



VENUE OPERATING PROCEDURES

GAMING SHUTDOWN PERIOD

- Monday 8pm Till Tuesday 10am
- Tuesday 6pm till Wednesday 9am
- Wednesday 11pm till Thursday 10am
- Thursday 11pm till Friday 10am
- Friday 11pm till Saturday 10am
- Saturday 11pm till Sunday 9am
- Sunday 8pm till Monday 10am

GAMING MACHINE LOCATIONS

The Clubs gaming machines are located in 2 designated gaming rooms, one indoor and one outdoor. Signage is displayed at each entrance to the gaming rooms, advising that the area is restricted to persons of or above the age of 18 years.

A copy of the Club's 'Premises Plan' and associated ATM and CRT locations is attached as Appendix 1.

The gaming machines that are authorised to be kept at the Club are connected to a Central Monitoring System (CMS), which regularly monitors the gaming machines. The Responsible Gambling Officer on duty will check CMS connectivity to the gaming machines daily and report any disconnections to management.

All gaming machines shall be checked weekly and documented that they display the correct compliance plates, approved compliance signage and the correct clock time.

If a gaming machine is faulty, the machine is to be switched off and an 'out of order' sign placed on it.

The gaming machines are to be kept locked to prevent unauthorised access. The keys to the gaming machine are to be in the possession of the Responsible Gambling Officer unless a service technician is in attendance.



GAMING PRIZES

All employees involved in the operation of the Club's gaming machines will be instructed on the required gaming procedures on the commencement of their employment.

Payment of prizes over the amount of \$5,000 must be paid by cheque with 'prize winning cheque – cashing rules apply' endorsed on it, or by EFT to a nominated bank account, to the person who won the prize/jackpot. Third Party payments of prizes are not permitted. Prizes under \$5,000 can be paid by cash or by cheque or EFT upon request.

Only the CEO, Operations Manager, or Responsible Gambling Officers are authorised to process payouts above \$5,000. They shall ensure that the appropriate paperwork and any 'Know your Customer' requirements are completed prior to the payment of the prize money.

GAMING SIGNAGE

Daily checks are undertaken and documented by the Responsible Gambling Officers to ensure all gaming compliance signage is up to date and maintained and gaming compliance pamphlets are refilled. Management audits are also undertaken yearly at the club to ensure we are meeting legislative requirements.

All approved signage that is required to be displayed by Liquor & Gaming NSW will be affixed in prominent locations in both gaming rooms, including 6G "Help is Close at Hand", 1G "What's Gambling Really Costing You", 3G "A Million to One" and 5G "Need a Break from Gambling". Each entry point to the gaming rooms will display sign 2L "Under 18's Not Permitted". Problem gambling counselling service signage and pamphlets will also be prominently displayed in both gaming rooms.

Sign 2 "Help is Close at Hand" self-exclusion contact cards will be available in card holders securely attached to each end of each bank of machines to be clearly seen when approaching the bank of machines.

Each gaming machine has the 4G "Help is Close at Hand" sticker on the front panel of the machine as does the ATM and CRT.

Brochure 1 "Info about the odds – Betting on Gaming Machines" are located in both gaming rooms and are available in other languages upon request.

If at any time, the required signage is not in place as required, the Responsible Gambling Officer will note the absence of the sign and immediately return the sign to its position. If the sign has been damaged or stolen, the Responsible Gambling Officer is to alert management immediately.



Use of Technology

Self-excluded patrons who are club members are flagged in the Clubs membership program and our Visitor Management software company, Circle Solutions are currently working with MVSE to develop their systems capacity to flag self-excluded patrons.

Keno & Tab Operations & Prizes

The Club offers Keno & Tab facilities for its patrons, and the terminals are operated by appropriately trained employees.

It is the Club's policy to ensure that the details of a prize winner remain confidential and will not to be publicised or displayed within the Club or released to a third party.

The rules and regulations for playing of Keno together with the instructions on how to play, pamphlets and booklets issued by L&GNSW outlining the odds of betting on lotteries, as well as information regarding problem gambling are displayed at the point of sale for Keno.

The maximum cash payment of a Keno prize is \$5,000. Prize winnings of \$5,000 and under are paid in cash unless the customer requests an alternate payment method. Cheque payments with 'prize winning cheque – cashing rules apply' endorsed on it or an EFT to a nominated bank account are available on request.

Larger jackpot prizes will be paid directly by Keno after sufficient time to verify the win and issue the prize. Keno jackpot winners will be required to supply the Club with their full name, address and approved identification for 'Know Your Customer' verification for Keno.

Tab operators follow the required Large Transaction Reporting and Suspicious Matters Reporting procedures. No credit betting is allowed in venue. The Club only accepts cash payments for Keno and Tab transactions.



Training & Education

Employee Training

All employees will be supplied a copy of this Responsible Gambling Policy prior to commencing their employment.

Employees will be provided with the necessary resources to allow the identification of signs of at-risk and problematic gambling behaviour by patrons utilising the gaming room.

As part of the Advanced Responsible Conduct of Gambling training course, our Responsible Gambling Officers will be provided with training on communication skills to assist in approaching patrons identified as exhibiting at-risk tendencies as part of the welfare checks to be conducted at the Club.

The Club requires employees to be proactive in identifying signs of problem gambling. If unsure of signs being exhibited by a patron, the Responsible Gambling Officer or a member of the Club's management team is to be approached to discuss the matter and attend to the requirements relating to problem gambling outlined in the Gaming Plan of Management.

Employees will be notified in writing of any updates to the Responsible Gambling Policy.

All employees will complete the following training.

- Responsible Service of Alcohol
- Responsible Conduct of Gambling
- ClubSAFE Responsible Gambling Staff Awareness

All Responsible Gambling Officers will complete the following additional training.

- Advanced Responsible Conduct of Gambling
- Clubsafe Responsible Gambling Officer

The Secretary / Manager will complete the following additional training.

- Clubsafe AML/CTF Compliance Officer
- ClubSafe Responsible Gambling Oversight training
- ClubSafe Anti Money Laundering & Counter Terrorism Financing Oversight training
- ClubSafe Risk and Compliance Board Oversight training
- Advanced Responsible Conduct of Gambling training



Director Training

All Directors will complete the ClubSafe Responsible Gambling Oversight training, the ClubSafe Anti Money Laundering & Counter Terrorism Financing Oversight training and the ClubSafe Risk and Compliance Board Oversight training.

All employee and director training will need to be completed and the qualification renewed every five years.



Responsible Gambling Officer

- 1) The Licensee shall ensure that one Responsible Gambling Officer who holds a current ARCG certificate and has completed the relevant ClubSAFE RGO training, is on duty and monitoring the gaming machines in the club whenever gaming machines are operating.
- 2) The Responsible Gambling Officer's primary duties are to:
 - a) Maintain the gambling incident register
 - b) Check CMS connectivity
 - c) Make reasonable efforts to identify gaming machine players who display or engage in problematic gambling behaviour
 - d) If any gaming machine player displays or engages in multiple problematic gambling behaviour as outlined in the Authority's Guideline, during a single trading day, then the Officer must (at least once during that trading day):
 - i) request that the player take a break from gaming machine play until the close of trade on that day or night (noting that a player who complies with a request to take a break may remain on the premises and consume other goods and services);
 - ii) provide information about the self-exclusion scheme offered at the premises (being the scheme available pursuant to S.49 of the Gaming Machines Act 2001) and ask whether the player wishes to participate in that scheme;
 - iii) provide information about how to access to problem gambling counselling, self-exclusion and provide assistance.
- 3) This condition is not breached by:
 - a) a Responsible Gambling Officer undertaking other duties, so long as such duties do not detract from the Officer's primary duties; or
 - b) the absence of the Officer from the gaming machine areas, where such absence occurs in the ordinary course of their daily duties.



- 3) At all times, the Duty Manager or other Senior Manager responsible for gaming machine operations will assist the Responsible Gambling Officer in carrying out the duties described in this condition.

In their role as the Responsible Gambling Officer, the employee can undertake additional duties so long as the duties performed do not detract from their primary role of being committed to reducing gambling harm. These duties can include, but are not limited to;

- Servicing of gaming machines
- Drink service
- Cleaning of glasses and ashtrays
- Wiping tables and straightening of chairs
- Processing gaming machine payments of an infrequent nature (as the Club operates cash redemption terminals)
- Administrative tasks
- Prize draws
- Staff supervision if required



Customers

Self-Exclusion

The ClubSAFE Multi-Venue Self-Exclusion (MVSE) Program is an online system designed to enable people with a gambling problem to self-exclude from our venue as well as multiple venues around where they live, work, and socialise. The Club will initiate self-exclusion when requested by a patron at any time during its trading hours.

The ClubSAFE MVSE Program removes barriers for people with a gambling problem such as the requirement to visit multiple venues or the embarrassment of visiting their local club to place the exclusion and makes the process easier for a person with a gambling problem.

A patron can self-exclude by speaking to the Manager on duty or the Responsible Gambling Officer at the Club, or by contacting a gambling help counsellor.

The patron can choose to self-exclude from the entire venue, where they will be unable to enter the venue for any purpose, or a partial self-exclusion. A partial self-exclusion allows the patron to choose to self-exclude from the gaming room, TAB or Keno, or all gambling activities, but they are still able to utilise the club for food, beverage, and social activities.

The minimum period for self-exclusion is six months. Once a patron agrees to stay away from the club or gambling for a specific time, our Club has processes in place to help them honour that commitment. Management and the Responsible Gambling Officers and all other gaming employees have access to a regularly updated list of persons who are self-excluded from the venue, including name, date of birth, and photo, allowing prompt action should anyone enter the venue or gaming room from which they are excluded. If any club members are excluded they will be flagged as 'excluded from gaming' in our membership database.

If a patron breaches their self-exclusion, it is reported through the MVSE program for assessment by trained counsellors.



Player Welfare Checks

The Club aims to ensure all our patrons have a positive experience; this includes undertaking welfare checks on any guests who may be at risk of problem gambling.

Strong indications of problem gambling can include, but not limited to;

- seeking credit for gambling
- seeking to borrow money for gambling
- extended play
- seeking assistance or advice about controlling the person's gambling
- admitting to borrowing or stealing money to gamble
- enquiring about self-exclusion
- showing a significant decline in personal grooming and/or appearance over several days
- showing obvious or repeated signs of distress (e.g. shaking, swearing to themselves, crying after a loss, or outburst towards employees or machine)
- friends or family raise concerns about the person's gambling
- leaving a minor unattended while playing gaming machines

Our management and gaming team are vigilant in monitoring our patrons undertaking any gambling activity. If they are showing signs of problem gambling, extended play or distress, the Manager on duty or Responsible Gambling Officer will conduct a welfare check to gauge their mood, stress level and awareness of time and surrounds. The welfare check will encourage them to take a break, explain self-exclusion or counselling service options, or ask them if they would like to leave the environment.

All encounters are recorded in the Gambling Incident Register and are reviewed by each Responsible Gambling Officer at the commencement of every shift.

Indirect interactions such as announcements are made over the Clubs PA system regarding other events, promotions or services (such as raffle tickets on sale and courtesy bus departures) to encourage patrons to take a break from gaming.



Player Activity Statements

Our Club is required by law, to present members with a Player Activity Statement free of charge, should they request it. A monthly Player Activity Statement shows in a chosen period, the player's total amount of turnover, total amount of wins, the net expenditure / net wins, the length of time the player's card was inserted into gaming machines, and gambling help information.

Anyone wishing to receive their player activity statement should speak to the Manager on duty or the Responsible Gambling Officer.

Members Rewards Program

The Club offers a Member Rewards Program that allows members to accrue reward points every time they spend money within our Club. These can be redeemed within the Club to purchase goods and services. Our tiered loyalty program is determined by the purchase and use of eligible goods and services.

Members accrue \$0.01 for every \$1.00 spend within the Club.



Gambling Incident Register & Complaints

Gambling Incident Register

The Club will keep and maintain a Gambling Incident Register.

- 1) The licensee must keep a Gambling Incident Register maintained by the Responsible Gambling Officers.
- 2) The gambling incident register must record:
 - a) any incident in which a patron of the venue displays probable or strong warning signs of at risk gambling behaviour as specified in the 'signs of risky and problem gambling behaviour: Know the signs and how to act' factsheet published on the L&GNSW website as amended from time to time.
 - b) the time, location and machine number(s) and brief description (or identity, if known) of any gaming machine player identified displaying or engaging in that behaviour
 - c) any proposed or implemented self or third-party exclusions of gaming machine players (specifying the player's name (where provided or known), membership number (if applicable) and duration of any exclusion) and the patron's response.
 - d) Any breach or attempted breach of a self or third-party exclusion
- 3) The gambling incident register must also record details of the action taken in response to the incidents, applications and other matters recorded in the register.
- 4) The licensee must review the gambling incident register at least monthly and must consider whether any exclusion orders are appropriate.
- 5) The information recorded in a gambling incident register must be retained for at least 3 years from when the record was made.



6) The licensee must, at the request of a police officer or L&GNSW inspector, make any gambling incident register available for inspection.

The Responsible Gambling Officer shall review the Gambling Incident Register, and report to the Board of Directors quarterly of any gambling related incidents, associated activities, and outcomes of reviews. No personal details will be shared with Directors.

Complaints

Employees are to ensure any complaints received from a patron concerning the operation of any form of gambling at the Club is reported to the Responsible Gambling Officer to record in the Gambling Incident Register no later than end of the shift the complaint is received.

The following details are to be obtained from the person making a complaint;

- 1) Time and date of complaint;
- 2) Name;
- 3) Address;
- 4) Contact Number;
- 5) Full details of complaint and the remedies the person requests; and
- 6) The details of the employee accepting the complaint.

Complaints will be investigated by the Responsible Gambling Officer in a timely manner to ascertain the veracity of the complaint, and determine what, if any amendments are to be made to the operation of the Club to ensure that further complaints are not experienced. A report will be provided to the complainant on the outcome of the investigation and a report detailing the complaint is to be kept in the Gambling Incident Register.



Legislative Requirements

Minors/Persons under 18 years

The Club is a licensed venue and any person under the age of 18 is not permitted to enter the Club's Gaming Rooms and are only permitted into the Club under the supervision of a responsible adult or guardian. Signage is displayed throughout the Club, and each entrance to the Gaming Rooms to this effect.

Gambling by minors is prohibited, as is knowingly allowing a minor to enter the gaming room. Failure to adhere to this will result in both the minor and responsible adult or guardian being asked to leave the premises.

The Gaming Room is monitored by CCTV cameras and is overseen by the Responsible Gambling Officer and other club employees.

Should an employee have concerns regarding the age of a patron, in the Gaming Room or elsewhere in the Club, that employee shall request the person to produce an approved form of identification to establish they are of or above the age of 18 years.

The approved and acceptable forms of identification are:

- A current Drivers Licence or permit that has been issued by an Australian State or Territory or any foreign country
- A NSW Digital Drivers Licence
- A passport issued by Australia or other foreign country
- NSW Photo Card
- Proof of age card issued by a public authority of the Commonwealth or of another State or Territory for the purpose of attesting to a person's identity and age
- Keypass (over-18) identity card issued by Australia Post

If the patron is unable to supply suitable identification, that person will be requested to leave the Club's premises immediately.



An entry will be made in the Club's incident register if the person is removed from the Club.

Community Contribution

All licensed venues in NSW who earn over \$1 million in gaming machine profits per year, are required by law to contribute a minimum of 2.25% of profit over and above \$1,000,000.00 of their gambling profits to their local community. Our Club contributes equal to or above the required amount each year, through the Local Club Grants committee and other community donations.

Promotions & Advertisements

All advertising and promotions related to gaming undertaken within our club comply with the Liquor & Gaming NSW advertising guidelines. The Club conducts a self-audit annually to ensure that all compliance measures are being met. The Club does not advertise gambling related advertisements externally.

The Club includes responsible gambling messages on its internal information screens and Gaming Machine pathway screens.

Cash Advances, Cashing of Cheques and EFTPOS

Cash withdrawals from a credit card account are prohibited from any of the EFTPOS terminals within the Club.

The cashing of cheques and cash advances is prohibited at the Club.



Review & Contact Information

Review

This Responsible Gambling Policy/Gaming Plan of Management is reviewed annually, when the Club's gambling operations change, or when legislation or guidelines are varied. These reviews will be conducted by the Senior Management team and approved by the Board of Directors to ensure that its operation remains relevant to the Club's commitment to reducing gambling harm. Changes are subject to final approval by the Authority.

The Responsible Gambling Policy/Gaming Plan of Management is available upon request at Reception and is accessible via the Club's website www.wgbc.com.au

Feedback

All patrons and employees are welcome to provide feedback at any time by;

MAIL

Operations Manager
Windale Gateshead Bowling Club
2a Lake Street, Windale, NSW 2306

EMAIL

Att: Operations Manager
ashleigh@wgbc.com.au

ONLINE

www.wgbc.com.au
Contact Us



Local Licensing Police Contact Information

Lake Macquarie Licensing Police are based at Belmont Police Station.

Address: 2 Herbert Street, Belmont NSW 2280

Phone: (02) 4922 8858

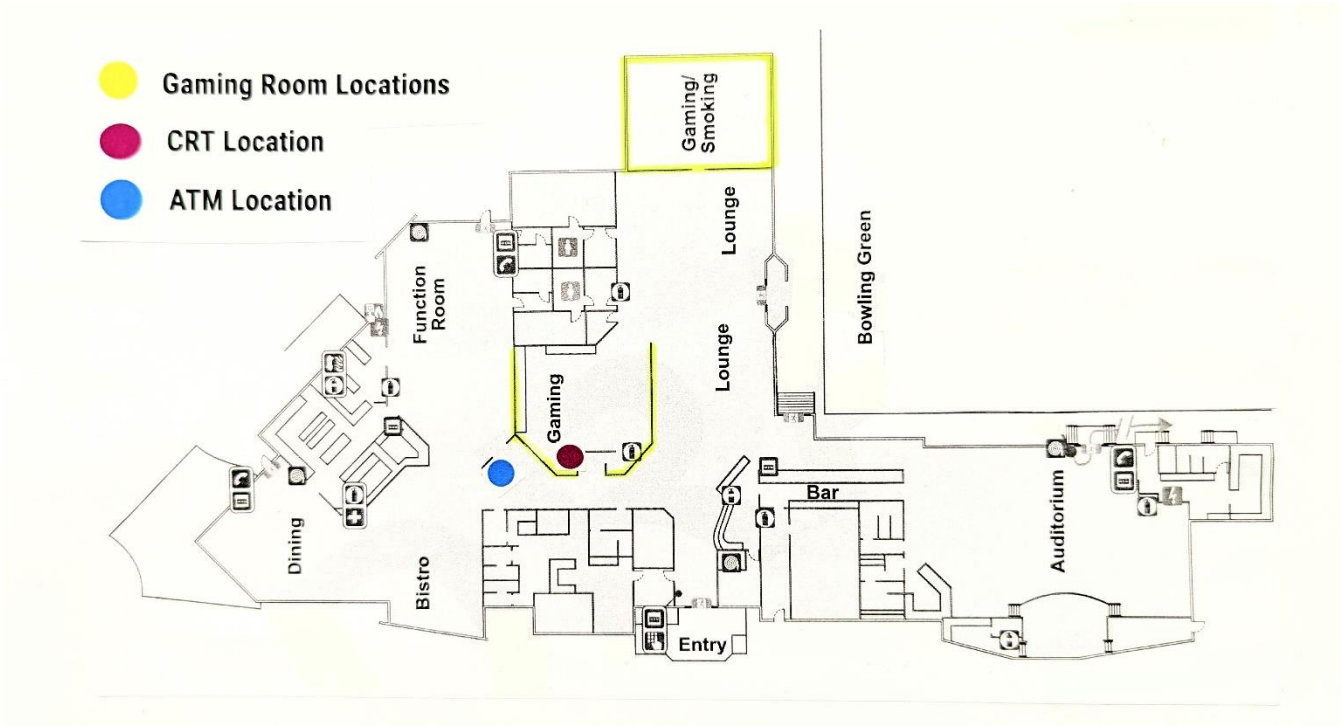
Mobile: 0448 882 184

Licensing Sergeant: Mr. Daniel Bishop

wgbc

WINDALE GATESHEAD BOWLING CLUB
GAMING PLAN OF MANAGEMENT

Appendix 1 - Premises Plan





WINDALE GATESHEAD BOWLING CLUB
GAMING PLAN OF MANAGEMENT