

Gaming Plan of Management

Windale Gateshead Bowling Club Co-Op Limited

Registered Club

LIQC300241408

56 Gaming Machine Entitlements

Gaming Plan of Management - Windale Gateshead Bowling Club

Version control

Version	Date	Changes made to content	Approved by	Next review date
1.0	01/07/2024	Original	Board of Directors	31/08/2024
2.0	01/09/2024	Digital Incident Register implemented	Board of Directors	31/08/2025
3.0	18/08/2025	Competency Card expiry dates	Board of Directors	17/08/2026
4.0	13/08/2026	Gaming Shutdown Hours amended Digital Incident Register replaced with the Liquor & Gaming Incident Register	Board of Directors	12/08/2027

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1. Venue details

Street address	2A Lake Street Windale NSW 2306
Licensee / Club Secretary	Josephine Williamson
Approved manager / Club manager	Josephine Williamson
Number of GMEs	56
Number of gaming machines operated	56
Statistical Area 2 (SA2)	3 (SA2)

2. Venue licensed hours and shutdown period

Venue licensed hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Close	24.00	24.00	24.00	24.00	24.00	24.00	24.00

Venue gaming machine shutdown hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
From	20.00	18.00	23.00	23.00	23.00	23.00	20.00
Until	10.00 Tue	10.00 Wed	10.00 Thu	10.00 Fri	10.00 Sat	10.00 Sun	10.00 Mon

3. Gaming related licence conditions

No conditions.

4. Measures to address gambling harm

Gambling harm minimisation is addressed by ensuring there is ample signage and gambling help information available to our patrons. Responsible Gambling Officers monitor the gaming rooms regularly throughout the day to monitor for patrons experiencing gambling harm.

Our responsible gambling officers have the means to carry out self exclusion requests or provide assistance to our patrons who seek counselling.

A Responsible Gambling Officer activity log sheet is recorded daily and an official Liquor and Gaming Incident Register is also kept which enables management to review patrons who may need intervention.

5. Responsible Gambling Officers

[Windale Gateshead Bowling Club requires that one RGO be on duty whilst the clubs 56 EGM's are in operation.

All RGO staff members have completed their ARCG and have been trained in approaching patrons suspected of experiencing gambling harm. RGO staff also have login access to the MVSE website and are able to initiate a self exclusion.

RGO staff check compliance signage and compliance material daily and are also updated daily on current Multi Venue Self Exclusions.

A walk thorough of the clubs gaming machine areas is conducted hourly to check on the wellbeing of our patrons and details of their interactions are recorded in a log sheet.

RGO duties are:

1. to identify patrons who are at risk of or experiencing gambling harm
2. to identify patrons who are displaying behaviour related to gambling harm
3. to make inquiries with a patron if the officer suspects the patron is at risk of or experiencing gambling harm
4. to notify senior management of serious instances of patrons at risk of or experiencing gambling harm for the purposes of enabling senior management to intervene
5. to facilitate requests by patrons for information about or to participate in self-exclusion schemes conducted by the hotelier or registered club
6. to record, in the hotel's or registered club's gambling incident register, incidents relating to persons who are at risk of or experiencing gambling harm, or who display behaviour related to gambling harm, observed by the officer
7. to assist staff and management in ensuring the hotel or registered club meets its harm minimisation obligations under the Act and this regulation
8. to promote harm minimisation measures within the hotel or registered club.

The responsibilities of manager/s on duty are to:

1. take reasonable steps to ensure responsible gambling officers for the hotel or registered club carry out the duties of a responsible gambling officer
2. ensure work health and safety procedures and policies are followed to support responsible gambling officers in exercising their duties as responsible gambling officers
3. ensure responsible gambling officers have had an opportunity to raise issues with the hotel or club manager about the role and its responsibilities
4. ensure the issues raised by responsible gambling officers in relation to paragraph 3. are addressed

5. ensure responsible gambling officers are not impeded by the hotel or club manager or other staff of the hotel or registered club in carrying out the duties of a responsible gambling officer
6. inform responsible gambling officers about the duties of a responsible gambling officer
7. inform responsible gambling officers of patrons reasonably suspected to be at risk of or experiencing gambling harm
8. assist patrons who are at risk of gambling harm or displaying behaviour related to gambling harm.

Responsible Gambling Officers may make complaints to Liquor & Gaming NSW about harm minimisation breaches at this venue or if they are impeded from undertaking their duties.

Complaints and reports of potential breaches of the law can be made to Liquor & Gaming NSW:

Email: contact.us@liquorandgaming.nsw.gov.au

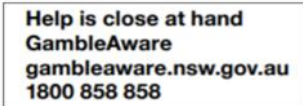
Phone: 1300 024 720

Web: <https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint>

6. Venue gambling signage and mandatory gambling information

Mandatory gaming machine signage and brochures include:

MANDATORY: Sign 1G - Gambling Warning	
	<i>"What's gambling really costing you?"</i> (4 available options) This sign must be prominently displayed in each gaming area: Indoor Gaming Room (inside room) Outdoor Gaming Room (inside room)
MANDATORY: Sign 6G – Gambling Counselling	
	<i>"Help is close at hand"</i> (6 available options) This sign must be prominently displayed in each gaming area: Indoor Gaming Room (inside room) Outdoor Gaming Room (inside room)
MANDATORY: Sign 3G – Chances of winning sign	

	<i>"A million to one"</i> This sign must be prominently displayed in each gaming area: Indoor Gaming Room (2 at front entry and 1 at rear entry) Outdoor Gaming Room (1 at front entry and 1 at rear entry)
MANDATORY: Brochure 1 – Info about the odds – Betting on gaming machines	
	These brochures are prominently displayed and available in each area with gaming machines. Indoor Gaming Room (rear entry) Outdoor Gaming Room (inside room) Translated versions are supplied to patrons from non-English speaking backgrounds upon request.
MANDATORY: Contact card 2G – Self-exclusion contact card	
	Contact cards are securely attached to each bank of gaming machines in a card holder so they can be clearly seen when playing a gaming machine or approaching the bank of gaming machines.
MANDATORY: Sticker 4G – Gambling counselling sticker	
	These stickers are prominently displayed on each gaming machine.
MANDATORY: Problem gambling message	
	This message is prominently displayed on or near all ATMs and cash-back terminals. ATM – Sign 6G Help is Close at Hand ATM – Sticker 4G Gambling Counselling Sticker CRT – Sticker 4G Gambling Counselling Sticker The message is also included on any player activity statements, all betting tickets, and all gaming machine tickets (TITO tickets).
MANDATORY: Sign 2L – No Under 18s	

	Sign 2L (minors not permitted in this area) is prominently displayed at or close to the entrance to the restricted area in which gaming machines are kept: [Indoor Gaming Room (1 at front entry and 1 at rear entry) Outdoor Gaming Room (1 at front entry and 1 at rear entry)]
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Signage and information for patrons from non-English speaking backgrounds

Windale Gateshead Bowling Club makes gaming signage and information available upon request in the following languages: [Arabic](#), [Simplified Chinese](#), [Traditional Chinese](#), [Greek](#), [Hindi](#), [Italian](#), [Korean](#), [Macedonian](#), [Nepali](#), [Spanish](#), [Thai](#), and [Vietnamese](#).

Procedures to check signage and brochures

[The RGO checks the clubs brochure and card holders and also checks that signage is in place and undamaged at the commencement of business daily.]

7. Information regarding player assistance

Hotels and clubs that operate gaming machines must establish and conduct a self-exclusion scheme. This allows patrons to voluntarily exclude themselves from nominated areas of a gaming venue or the entire venue.

[The club has brochures available providing information on Self Exclusion and Family Self Exclusion.

The RGO staff are equipped with information to facilitate the self exclusion process using the Multi Venue Self Exclusion website.

8. Identifying at-risk gambling behaviours

At-risk gambling behaviour is gambling behaviour that leads to gambling harm because it involves:

- spending more money on gambling than the person can afford based on their income and financial commitments: and/or
- spending so much time on gambling that it interferes with the person's relationships, social life and/or work responsibilities.

'Gambling harm' refers to difficulties or other negative consequences that result from excessive gambling and affect the wellbeing of the person and/or their loved ones in many areas of their daily lives. Gambling harm can affect people's physical and mental health as well as their financial wellbeing, relationships, education and employment, social and psychological wellbeing.

For further information, see Attachment F – Warning signs of at-risk gambling behaviour and how to act

on them.

9. Preventing minors from using gaming machines

Minors (persons under 18 years of age) must not:

- operate gaming machines, or
- enter areas where gaming machines are located.

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, that employee is to request that the person to produce an approved form of identification to establish they are of or above the age of 18 years.

Failure to adhere to this will result in both the minor and responsible adult or guardian being asked to leave the premises.

10. Payment of prizes and cashing cheques

Staff must award or pay a prize won on a gaming machine to a player who is entitled to the prize in accordance with the *Gaming Machines Regulation 2019*. The following requirements apply:

- Prizes may be paid as money or in a non-monetary form, but the prizewinner must be given the choice to be paid money
- If a prize is awarded in money, the prize must be equal to (but not exceed) the value of the credits accumulated by the prizewinner from playing the relevant gaming machine
- A non-monetary prize must not consist of or include:
 - Liquor in any form, or
 - Tobacco in any form, or
 - Knives or knife blades, or
 - Firearms or ammunition within the meaning of the Firearms Act 1996.
- If you offer non-monetary prizes, you must make the following information readily accessible in any area with gaming machines:
 - The nature or form of prizes offered
 - The terms on which the prizes are awarded or paid
 - The right of the prizewinner to choose to receive money instead
 - Any option available to the prizewinner to transfer a non-monetary prize for another non-monetary item or right
 - If the non-monetary prize will not be made within 48 hours of the request for the prize – the time in which the prize will be awarded.

- Monetary prizes must be paid within 48 hours of the request (note- any statewide links may have different rules)
- Non-monetary prizes must be awarded within 48 hours, or within the timeframe stated on the information made available to patrons.

Prizes over \$5,000

If a person claims a prize of more than \$5,000, the amount that exceeds \$5,000 must be paid within 48 hours in one of two ways:

- crossed cheque made payable to the prize winner - clearly marked with the words: Prize-winning cheque – cashing rules apply.
- electronic funds transfer (EFT) to a nominated account - if those means are available – but no sooner than 24 hours after the prize is won.

If the total prize money is more than \$5,000 and the prize-winner requests to have the entire amount paid by crossed cheque or EFT, not just the amount over \$5,000, you must do so.

If the prize is being paid through electronic transfer, the account must be with a financial institution, such as a bank.

Procedures for processing prize payments

[Poker machine payouts below \$5,000 can be processed by staff who have completed their RCG only. Poker machine payouts over \$5,000 can only be processed by staff who have completed their ARCG or are working in the capacity as shift supervisor.

The staff member processing prizes over \$5,000 is to ensure that the 'Know your Customer' requirements are completed.

Third party payments are not permitted.

11. Information on player reward schemes

A **player reward scheme** means a system, used in connection with the operation of gaming machines at a hotel or club, in which players of gaming machines accumulate bonus or reward point from playing the gaming machines.

A **promotional prize** means prizes or rewards (including bonus points) offered by the hotel or club to their patrons in connection with a player reward scheme or any other marketing or promotional activity that involves gaming machines.

A hotel or club must not offer or permit promotional prizes:

- in the form of cash
- that exceed \$1,000 in value
- that are indecent or offensive (including free giveaways), or
- to be exchanged for cash.

- You must not allow bonus or reward points accumulated under a player reward scheme to be redeemed for cash.
- Player activity statements

If you conduct an electronic player reward scheme or provide player account cards, you must let your player reward scheme participants and account card holders know that player activity statements are available.

If requested, you must provide them with a monthly player activity statement free of charge.

Monthly activity statements must include:

- the player's total amount of turnover, total wins, and net expenditure
- total points earned and redeemed as the result of playing gaming machines
- the total length of time during which a participant's player card was inserted in gaming machines during each 24-hour period in the month, and the total length of time during the whole month
- a note advising that the statement only relates to the gaming machine play while the player's card was inserted into the machine
- GambleAware information:
'Help is close at hand. Call GambleAware 1800 858 858 or visit the [GambleAware website](#)'

You must keep a record or copy of any player activity statement made available to patrons.

You must only disclose information in a player activity statement to:

- The person to whom the information relates, or
- Persons lawfully entitled to have access to the information.

Player Activity Statements are available on request and are printed directly from our gaming machine software program Ebet.

Members accrue bonus points whilst playing gaming machines and the accrual rate is \$0.01 for every \$1.00 spend. Bonus points can be redeemed for food, drinks and raffle tickets.

A poker machine promotion runs weekly every Sunday afternoon at 3pm with a total prize value of \$300 which is paid in the form of a gift card.

Other intermittent promotions may run from time to time with a price value of \$1,000 or less.

12. Gambling incident register

The incidents that must be recorded in a gambling incident register include:

- a) a patron displays behaviour that indicates the patron is experiencing or at risk of gambling harm
- b) a patron, or a person who identifies themselves as a family member of the patron, asks for information about a self-exclusion scheme or some form of intervention for the patron
- c) a breach or attempted breach of a self-exclusion scheme
- d) an offence, alleged offence or incident involving a minor
- e) details of action taken in response to an incident mentioned in paragraph (a)–(d).

Behaviour that indicates someone is at risk of or experiencing gambling harm is at **Attachment E**.

Incidents must be recorded as soon as practicable, but no longer than 24 hours after they happen.

The venue's gambling incident register is located: At the reception desk

[All incidents relating to gaming and alcohol are all recorded in the Liquor and Gaming Incident Register.

Incidents are reviewed by Management when an incident requires further attention.

A gambling incident register must be kept for three years and made available to police and inspectors. Windale Gateshead Bowling Club is subject to the *Privacy Act 1988* (Cth) and related Australian Privacy Principles in the collection and use of information for the incident register.

13.Compliance with legislation

The venue is subject to the requirements of the *Gaming Machines Act 2001*, the *Gaming Machines Regulation 2019*, the *Liquor Act 2007*, and other legislation that establishes basic harm minimisation and responsible conduct of gambling requirements.

Inducements

Inducements are incentives that provide benefits to encourage gambling. Your venue must not offer:

- or supply any free or discounted liquor as an incentive to play gaming machines
- free credits through letterbox flyers, shopper dockets
- any other form of incentive to play gaming machines.

Cash dispensing facilities

- must not provide access to cash from a credit card account
- must not be located in an area where gaming machines are located
- must not be visible from any part of a gaming machine or jackpot prize monitor
- must not be visible from a gaming machine, or entry to the room or area where gaming machines are located
- must be located no less than 5 metres from:
 - For a hotel – an entry to the gaming room if the hotel has a gaming room, and
 - For a hotel – an entry into the room or area where gaming machines are located, and
 - For a registered club – an entry to a room or area where gaming machines are located.

Signage for cash dispensing facilities

Signage that advertises or gives direction to cash dispensing facilities must not be visible from:

- A gaming machine, and
- the gaming entry, which includes the room or area where gaming machines are located, and the

hotel gaming room.

Gaming machine signage

Signage or advertising for gaming machines must not be:

- Visible from a cash dispensing facility
- Located on, or part of, a cash dispensing facilities, including on a digital display of a cash dispensing facility

A hotel or club must not display, or cause to be displayed, any gambling-related sign outside of in the vicinity or the premises, or inside the premises so that it can be seen from outside the premises. A 'gambling-related sign' is a sign with anything that:

- draws attention to, or can be reasonably taken to draw attention to, the availability of gaming machines in a hotel or club premises, or
- Uses a term or expression frequently associated with gambling, or
- That relates to a gambling franchise or gambling business.

Gaming machine advertising

By law, hotels and clubs must not publish any gaming machine advertising. This means any advertising that gives publicity to, or promotes participation in gambling activities involving gaming machines.

Publish means to disseminate in any way, including:

- audio: radio
- visual: cinema, video, TV
- written: electronics, internet, promotional.

Advertising that is exempt from the ban includes:

- any advertising that appears in a gaming machine industry trade journal or in a publication for a trade convention involving gaming machines
- any advertising, including signage, that is inside a club or hotel and can't be seen or heard from outside the venue
- the approved name of a club if the name was being used as at 2 April 2002
- promotional material provided by a club to club members that contains gaming machine advertising – if the member has expressly consented to receiving the promotional material and that consent has not been withdrawn.

Promotional material sent by the club must advise the member that:

- their player activity statements are available on request
- they may withdraw their consent, or unsubscribe, to receiving any future promotional material.

It must also include information or advertising that is not gaming machine related.

14. Staff use of gaming machines prohibited

No staff member is permitted to use gaming machines at the venue during their hours of employment while on shift, including during breaks.

Staff who participate in any form of gambling outside their hours of employment are subject to the same requirements as other patrons.

[Volunteer staff are permitted to use the gaming machines in the time frame that they have dedicated towards volunteering, providing they are not wearing clothing that identifies them as being on duty.]

15. Procedures for gaming-related customer 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 ensure that it is recorded 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.

16. Reporting misconduct

Anyone may make an anonymous complaint to Liquor & Gaming NSW about liquor or gaming law breaches.

Complaints and reports of potential breaches of the law can be made to Liquor & Gaming NSW:

Email: contact.us@liquorandgaming.nsw.gov.au

Phone: 1300 024 720

Web: <https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint>

[The staff are all given a copy of the Gaming Plan of Management to read providing the above information.]

The contact information to make a complaint to Liquor and Gaming is also posted on the staff notice board.

17. Staff familiarity with GPOM

Staff must be familiar with this GPOM. All staff who work in the gaming room, gaming area, or with gaming machines, must regularly read this GPOM.

Whenever there are changes to the GPOM, staff must read and familiarise themselves with the modified document.

The GPOM must always be available and accessible to all staff.

18. Review of GPOM

This GPOM must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at Windale Gateshead Bowling Club, legislative changes or emerging risks.

See version control

19. Contact information for local licensing Police

Lake Macquarie Licensing Police - Belmont Police Station.

Address: 2 Herbert Street, Belmont NSW 2280

Phone: (02) 4922 8858

Mobile: 0448 882 184

Licensing Sergeant: Mr. Daniel Bishop

20. Any other GPOM content required by ILGA

N/A

21. Attachments

Attachment A – Record of staff review of GPOM

The following staff have reviewed the GPOM and declare that they understand the information contained in the GPOM:

Staff name	Position	Date reviewed	Signature
Ashleigh Pearson	Operations Manager	13 / 08 / 2026	
Michelle Cussan	Duty Manager RGO	13/ 08 / 2026	

Attachment B – Record of staff competency cards

Staff name	Endorsements	Expiry date of endorsements
Ashleigh Pearson	ARCG, RSA, RCG	29/01/2030
Michelle Cussan	ARCG, RSA, RCG	06/06/2027

Attachment C – Venue liquor licence

Document attached.

Attachment D – Premises plan

Must clearly specify:

- gaming room/gaming area
- gaming machines location
- cash dispensing facilities (ATMs, cash redemption terminals and/or cashier desks)
- gambling incident register location (if a physical register is maintained)

Attachment E – Warning signs of at-risk gambling behaviour and how to act on them

Extracted from the [Advanced Responsible Conduct of Gambling participant workbook](#)

Appendix 3: Warning signs of at-risk gambling behaviour and how to act on them

GENERAL WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Starts gambling when the venue is opening, or only stops when the venue is closing Gambles most days <i>Behaviour during play</i> - Gambles on more than one machine at once - Rushes from one machine to another - Significant increase in spending pattern - Complains to staff about losing, or blames venue or machines for losing - Rituals or superstitious behaviours (rubbing or talking to machine)	<i>Money</i> Asks to change large notes before gambling	On their own, these may be early warning signs. A patron showing several of these signs could be at risk of gambling harm. - Monitor the patron's behaviour. - If you notice a patron who is showing two or more of these signs, record what you have noticed and tell your manager.
PROBABLE WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Finds it difficult to stop gambling at closing time <i>Behaviour during play</i> - Often gambles for long periods (three or more hours) without a proper break - Plays very fast - Gambles intently without reacting to what's going on around them	<i>Money</i> - Gets cash out more than once through ATM or EFTPOS - Avoids cashier, and only uses cash facilities - Puts large wins back into the machine - EFTPOS repeatedly declined <i>Social behaviours</i> - Becomes angry or stands over others if someone takes their favourite machine/ spot	A patron showing any of these signs is much more likely to be at risk of gambling harm. - Monitor the patron's behaviour. - Record what you have noticed and tell your manager, who will speak with the patron. - If a patron shows two or more of these warning signs, follow the steps for strong warning signs (below).
STRONG WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Gambles from opening to closing <i>Behaviour during play</i> - Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)	<i>Money</i> - Tries to borrow money from other patrons or staff <i>Social behaviours</i> - Tells staff that gambling is causing them issues - Significant decline in personal grooming and/or appearance over several days - Friends or family raise concerns - Tries to hide their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there)	A patron showing any of these warning signs is probably at risk of gambling harm. - Monitor the patron's behaviour - Record what you have noticed, and tell your manager, who will speak with the patron, refer them to support and counselling services, offer them the opportunity to self-exclude, or recommend an exclusion order if the patron is at risk of harm or at risk of causing harm to others.

Source: Developed by the Office of Responsible Gambling, based on international and Australian best practice and informed by key research, including Delfabbro, P., Thomas, A. and Armstrong, A.R. (2016), 'Observable indicators and behaviours for the identification of problem gamblers in venue environments', *Journal of Behavioral Addiction*, 0, 1–10. DOI: 10.1556/2006.5.2016.065; and Thomas, A., Delfabbro, P. and Armstrong, A.R. (2014). 'Validation study of in-venue problem gambler indicators', report prepared for Gambling Research Australia