

RESPONSIBLE CONDUCT OF GAMBLING

OBJECTIVE

Strathfield Sports is committed to complying with its Responsible Conduct of Gambling obligations under the Gaming Machines Act 2001. The purpose of this policy is to ensure its gaming facilities will be operated in accordance with the responsible service of gaming guidelines set by ClubsNSW in conjunction with the Department of Liquor and Gaming NSW.

This policy details the measures that are put in place to ensure a responsible gambling environment is maintained at all times and to help minimise any possible harm to any individual and/or the community as a result of problem gambling.

SCOPE

This policy applies to all employees of Strathfield Sports Club. The Club is committed to be compliance with the requirement of the Gaming Machine Act 2001 (NSW).

DEFINITION

Responsible conduct of gambling – known as RCG – is about providing rules and strategies for licence venue on harm minimisation requirements, detection of problem gambling, the proper communication with and management of patrons using gaming machines, and ensuring that minors (people under 18 years of age) are not permitted to use the gaming machines. RCG also has a role in AML/CTF.

RESPONSIBILITIES

Employee

- Comply with this policy
- Notify of Manager/Supervisor of suspicious or unusual behaviour of customers in gaming areas.
- Ensure their Competency Card/Digital Licence are on site and produce upon request by Police and/or Liquor and Gaming Authorities.

Manager/Supervisor

- Do continual checks on staff to see if they have their Competency card/Digital License available
- To assist in the administration and implementation of this policy.
- Manage instances where this Policy has not been adhered to.
- Complete an incident report where any breach of this policy occurs. Report to be sent to the Compliance Officer.
- MVSE to be completed upon request of patron. (MVSE in detailed on page 14)

PROCEDURES

- This Club will conduct its gaming operations in a professional and responsible manner in accordance with government and industry codes of practice.
- This Club will provide ongoing training and refresher courses to management and staff regarding the Responsible Conduct of Gaming.
- This Club prohibits any form of credit or cash advances being available to members or guests for gaming purposes.
- Cash dispensing facilities to be located away from where gaming machines are located and the prohibition of the availability of cash to be withdrawn from a credit card account
- The club prohibits the cashing of cheques.
- Credit betting not available under any circumstances.
- Place limitation on gambling related advertising.
- Advertise and make available information on counselling services available for gaming related problems.
- Prohibit the offering of inducements to gamble.
- Player activity statement is available at all times upon requested.
- The Club will continue supporting the local community as part of our commitment to the provision of responsible gaming.
- All gaming cheques to be clearly marked 'prize winning cheques cashing rules apply'
- Electronic Funds Transfer (EFT) of jackpot payouts will be offered and encouraged.⁷
- The following messages appear regularly on all poker machine "Help is close at hand, GAMBLEAWARE gambleaware.nsw.gov.au 1800 858 858".
- Gambleaware Digital Signage displayed on all Electronic Gaming Machines.
- Responsible Gambling messages to be displayed on Club website, newsletter and Loyalty Program.
- Regular audits to be completed of all gaming services to ensure signage is up to date and appropriate.
- The Strathfield Sports Club rewards programs (Sporties Rewards) is operated in accordance with the Terms and Conditions. (Refer to Appendix)
- The Club will implement policies to encourage responsible practices in advertising and promotions related to gambling and ensure compliance with relevant legislation. The Club will implement a number of additional strategies in line with new Gambling Harm Minimisation Bill 2020. These initiatives include:
 - Responsible gambling messages (digital) to be display on all EGMS through the IGT Service window.
 - Promotion of local support services for problem gambling through monthly communication.
 - Responsible gambling messages displayed on the club website, newsletters and loyalty programs.
 - Maintain a current and compliant gambling incident register.

CLUBSAFE MULTI VENUE SELF EXCLUSION (MVSE)

Under the Gaming Machines Act 2001 legislation, it is mandatory for a club to operate a voluntary self-exclusion scheme for members who may have a problem with gambling. Patrons that are experiencing problems with gambling are able to enter into a voluntary self-exclusion agreement that bans themselves from the gaming area.

At Strathfield Sports Club, we offer Clubsafe+ MVSE where managers will be able to assist patrons with the scheme or patrons can contact NSW Government GambleAware resource on 1800 858 858.

The club's Self-exclusion scheme shall include the following:

1. Management trained on a regular basis on how to operate the scheme and their obligation towards the scheme.
2. Management trained to keep the scheme confidential and operating the scheme privately away from others.
3. Advising patrons how the self-exclusion scheme work.
4. Accepting and actioning the patrons request to participate in the scheme.
5. Step by step instruction will be laid out on Clubsafe MVSE for Management and Patrons to read and understand. This Policy will also need to be acknowledged.
6. Allow patrons to specify which area they would like to exclude from. (3 parts on MVSE)
 - Entire Venue, or
 - Total gaming ban, or
 - Gaming room only
7. Patron to pick how long they would like to be banned from a certain area.

note: For self-exclusion applicant, it is mandatory for them to request a period of no less than six (6) months and can only list up to a maximum of thirty-five (35) venues.

8. Self-exclusion deed will be printed once the application form is completed and sent to MVSE. A copy will be kept onsite and a copy will be given to the patron.
9. Ensure a copy of MVSE applicants are printed and pinned up on the Management notice board for all staff to have access. A copy will be printed for reception and left in the MVSE folder where security and receptionists are trained to check on a regular basis.
10. Stopping applicants from withdrawing from the scheme early. Brochures in English and multiple other language are available at all times. Patrons can ask management for assistance.

SELF-EXCLUSION

Self-exclusion is available to any patron who wants to stop gambling or wishes to take a break from gambling. Duty managers are available to assist patrons with self-exclusion and any such request by a patron to a member of staff must be immediately referred to the Duty Manager.

There are three options for applicants to select from when seeking self-exclusion. The options are as followed:

- The Entire Venue
- Total Gaming Ban (including KENO and TAB)
- Gaming room only

These options are available so that applicants are still able to use other part of the club non-gaming facilities such as dining, gym and indoor recreational sports.

SELF-EXCLUSION BREACHES

If a staff member has identified a breach in the self-exclusion. The staff member will notify the supervisor/manager on duty immediately which the manager/supervisor would approach the patron to verify if it is correct. Request to check identification if needed. The patron will be asked to leave and escorted out of the club.

Manager on duty will submit a report to MVSE stating details of event and the breaching of agreement. Management will also update the breach on IGT and Clubnet, whilst also updating the MVSE folder for security and receptionist to monitor in case of reoccurring visits.

BREACH OF POLICY

The Club has an obligation to consistently apply and enforce this policy. Likewise, employees must comply with this policy. Employees who breach this policy shall be subject to counselling and/or disciplinary action, which may include termination of employment.

Strathfield Sports employees and other patrons can be prosecuted if they are found supplying liquor to an intoxicated person, Fines of up to \$11,000 apply.

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