

Narrandera Ex-Servicemen's Club Ltd

RESPONSIBLE CONDUCT OF GAMBLING HOUSE POLICY



Responsible Conduct of Gambling (RCG) refers to the delivery of gaming and wagering services in a manner that minimises the potential harm that may be caused by gambling to individuals, their families and the community in general.

Narrandera Ex-Servicemen's Club Ltd {the Club} is committed to ensuring that responsible gambling practises are adhered to by patrons and staff. This is achieved by implementing and maintaining various harm minimisation and consumer protection measures as outlined in this policy.

Narrandera Ex-Servicemen's Club Ltd has adopted the ClubSAFE policies.

The ClubSAFE program assists the Club to fulfil its stated RCG commitment through a variety of measures including:

- Development and implementation of best-practise policies and procedures for the responsible conduct of gambling.
- Provision of a free 24 hour counselling and crisis services for club patrons that have a gambling problem or know someone who has a problem.
- Provision of an effective voluntary self-exclusion scheme for patrons.
- Responsible conduct of gambling training for staff.
- Assistance and advice with the handling of gambling-related incidents.
- Promoting responsible gambling practises among club patrons and the community.

Narrandera Ex-Servicemen's Club Ltd also observes legislated gambling harm minimisation requirements including:

- Controls over the nature of certain gaming related advertising and promotion.
- Prohibitions in relation to participation by minors, and the advancement of credit for gambling purposes.
- Measures which limit the accessibility and availability of commercial gambling activities in the broader public interest.
- The requirement for Clubs to provide information to patrons and their guests on counselling services, the use and operation of gaming machines, the chances of winning and the problems caused from excessive gambling.
- On entering the Club and displayed on each gaming machine is an advisement on how to contact counselling providers.
- The placement of limitations on the payment of prizes by cash (\$2000.00).
- Require cash dispensing facilities to be located away from the areas where gaming machines are located and the prohibition of the availability of cash to be withdrawn from a credit card account.
- Place limitations on gambling-related advertising;
- All gaming machine prize cheques clearly identified by the statement "prize winning cheque cashing rules apply".
- The correct time displayed in all gambling areas.
- Prohibit the offering of inducements to gamble.

- Require the Club Secretary and all employees with gambling related duties to undertake an approved training course in the responsible conduct of gambling.
- Availability of “Player Activity Statements” to members who use their cards whilst playing gaming machines.
- Keno rules prominently displayed at Keno points of sale

Narrandera Ex-Servicemen’s Club Ltd promotes responsible gambling by not:

- Cashing Patrons’ cheques or providing credit.
- Redemption of Loyalty points for cash is forbidden.

Voluntary Self-exclusion Scheme

In accordance with the Gaming Machines Act 2001; Narrandera Ex-Servicemen’s Club Ltd operates a voluntary self-exclusion scheme for patrons who may have a problem with gambling. This information can be obtained from the CEO or through members of staff.

Problem Gambling Warning Signs:

- Family and friends of the individual find that money is regularly going ‘missing.’
- Constant borrowing of funds and difficulty in repayment.
- Dishonesty in relation to financial matters.
- Unexplained absences from home or work.
- A tendency toward selfishness and isolation.
- Secretiveness with mail.
- When confronted - denial of the problem and its consequences.
- Boredom with normal everyday activities.
- Severe mood swings - between elation and depression.
- Increased alcohol consumption.
- Loss of sexual drive - or sexual addiction.
- Unrealistic expectations.
- Self-deception ... past problems are forgotten.

Where to Find Help:

ClubSAFE:	1800 99 77 66
Gamblers Anonymous:	02 9726 6625
Lifeline:	13 11 14
Salvation Army:	1300 363 622
Gamblers Anonymous:	02 9564 1574

Gambling Help Brochures are readily available from our Gaming Lounge, TAB and Keno terminals.
Management and Staff are on hand to provide assistance at all times.

A confidential appointment can also be made with the Club Secretary Manager for Patrons who are concerned about their inability to control their gambling habit.

The Manager will provide the necessary information and support for patrons to make full use of the ClubSafe Self-exclusion Scheme including barring patrons from the premises.

Any information discussed during this meeting will remain strictly confidential. Out of this meeting, you may be referred to an independent, professional counsellor for an initial assessment. This may be the first step in the process of resolving gambling issues that you may have.