



POLICY STATEMENT & RESPONSIBLE GAMBLING IMPLEMENTATION PLAN



Lismore Workers Sports
(Oliver Avenue, Goonellabah)



Lismore Workers
(Keen Street, Lismore)



Lismore Workers Golf
(Barham Street, East Lismore)

POLICY STATEMENT & RESPONSIBLE GAMBLING IMPLEMENTATION PLAN

Lismore Workers Group of Clubs acknowledges the responsibility and privilege of holding a license to operate gaming machines and other forms of gambling within the state of New South Wales. Our venues encourage the responsible use of gambling facilities within our clubs and abides by the ClubsNSW Responsible Gambling Code of Practice.

POLICY STATEMENT

The Board of Lismore Workers Group of Clubs have formally adopted the following policy statement and will always:

- Ensure the provision and use of gambling products occur in a safe and enjoyable manner.
- Lismore Workers Group of Clubs will prioritise customer welfare and sustainable gambling activities.
- Lismore Workers Group of Clubs will adopt responsible gambling and harm minimisation measures in accordance with the ClubsNSW Responsible Gambling Code of Practice; and
- Lismore Workers Group of Clubs will promote the social and economic benefits of responsible gambling and the gaming industry.

RESPONSIBLE GAMBLING OFFICER

Lismore Workers Group of Clubs has approved the following staff member as a suitably qualified Responsible Gambling Officer.

STEPHEN BORTOLIN - GROUP GENERAL MANAGER

The Responsible Gambling Officer is responsible for overseeing the compliance with this code of practice implementation plan and will be responsible for the entire venue (in the case of a group of venues, responsible for the group.) He will;

- Record and report on relevant matters as required by the code; and
- Act as the contact point for correspondence with the code adjudication panel

TRAINING

The Board will (within 12 months of appointment) complete the Responsible Gambling oversight Training.

The Responsible Gambling Officer has undertaken approved Responsible Gambling Officer Training and regularly undertakes refresher training to ensure compliance with the Code.

Duty Managers / Supervisors have undertaken the approved Advanced Responsible Gambling Training within 12 months of their appointment.

Gaming staff members involved in the service of gaming machines with the club are trained in the Responsible Conduct of Gambling (RCG) and hold a valid RCG competency card.

Non-gaming staff members have undertaken approved Staff Induction Training on responsible gambling upon commencement of employment.

Staff and board members will undertake relevant responsible gambling refresher training each 5 years or when relevant legislation is amended.

Our venues also undertake mandatory Anti-Money Laundering and Counter Terrorism Financing (AML/CTF) training as required under the AML/CTF Act 2006.

In addition to Mandatory training requirements, the club undertakes regular in-house customer service training to provide staff with a variety of skills and knowledge to identify and assist patrons to reduce gambling related harm.

CUSTOMER INTERACTIONS - IDENTIFYING GAMBLING RELATED HARM

Staff undertake training to identify indicators of patron problem gambling such as;

- Seeking credit to gamble
- Seeking to borrow money for gambling
- Seeking assistance or advice about controlling their gambling
- Admitting to borrowing or stealing money to gamble
- Enquiring about self-exclusion
- Showing a significant decline in personal hygiene, grooming or appearance
- Showing obvious or repeated signs of distress (shaking, swearing, crying or outbursts of anger)
- Friends or family raising concerns about a person's gambling
- Leaving a minor unattended whilst playing gaming machines

PLAYER WELFARE CHECKS

Staff will perform a player welfare check in the following circumstances;

- Where staff observe a player displaying strong indicators of problem gambling; or
- A family member raises concerns about a player's gambling; or
- A player reaches any voluntary pre-commitment limit set; or
- Staff observe a player gambling for three (3) or more hours continuously.

When performing a welfare check, a club staff member or Responsible Gambling Officer will enquire about the player's welfare and in the event of player distress or hardship, will either;

- Offer counselling or self-exclusion; and / or
- Ask the player to take a break from gambling for a period of 24 hours or more; and
- Make a record of the interaction in the club's gambling incident register (record of conversation).

COUNSELLING & SUPPORT SERVICES

Lismore Workers Group of Clubs will make available to all players, information about gambling counselling and support services. As part of our adherence to the code, a club representative will attend all locally held club and counselling service provider forums organised by ClubsNSW or the NSW Office of Responsible Gambling.

Where required Lismore Workers Group of Clubs will allow GambleAWARE counsellors and support service providers to conduct outreach activities within the club.

EXCLUSIONS

Lismore Workers Group of Clubs participates in the ClubSAFE Multi Venue Self-Exclusion Scheme and allows for Self-exclusion, family-initiated exclusion or club-initiated exclusion where;

- An individual can partially exclude or exclude from the entire venue(s) for a period of between six (6) months and four (4) years.
- A family-initiated exclusion - where a family member may;
 - ◊ Provide the full name and contact details of the family member
 - ◊ Provide evidence of family harm due to the gambling behaviour
 - ◊ Provide evidence that the player has refused to undertake a self-exclusion
 - ◊ Be endorsed by a qualified gambling counsellor as being necessary to protect the family from experiencing serious gambling-related harm; and seeks an exclusion period of at least twelve (12) months.

Lismore Workers Group of Clubs will ensure that a registered gambling counselling provider will contact the player and provide them with an opportunity to respond to the application. At all times, Lismore Workers Group of Clubs will ensure the privacy of the family member making the application and will not disclose their identity without the family member's consent.

Our club may also initiate an exclusion where a player is found;

- Seeking credit for gambling
- Borrowing money to gamble
- Admitting to borrowing or stealing money to gamble; or
- Leaving a minor unattended to play gaming machines

Lismore Workers Group of Clubs will change a partial (gaming-only) exclusion to an entire club exclusion if a player is found to be breaching or attempting to breach their exclusion on two (2) or more occasions.

Lismore Workers Group of Clubs will ensure that gambling advertising or promotional material will not be sent to excluded players.

EXCLUSION DETECTION & REVOCATION

Lismore Workers Group of Clubs has in place, electronic detection systems linked to the Multi-Venue Exclusion System (MVSE) for the purpose of identifying excluded players.

If a player is detected breaching their exclusion, our venue will notify the ClubSAFE MVSE team of the exclusion breach as well as complete a record in the gaming incident register.

If a player requests a revocation of their exclusion, Lismore Workers Group of Clubs will contact the ClubSAFE team where information regarding the revocation process will be advised.

BANNING ORDERS

Lismore Workers Group of Clubs may ban a player who is suspected of money laundering or spending proceeds of crime. If our venue identifies this behaviour and the player is a member, we will;

- Remove the player from the club
- Take steps to ban the player for conduct unbecoming of a member; and
- Report the player to local Police

If the player is not a member, we will;

- Remove the player from the club
- Issue the player with a notice that they are no longer permitted to enter the club; and
- Report the player to local Police

GAMBLING INCIDENT REGISTER

This venue records any gaming related incidents into a Gaming Incident Register and is reviewed by the club's responsible gambling officer on a weekly basis. Incidents may include;

- Self-Exclusion, Venue-initiated exclusion or family-initiated exclusion requests or breaches
- Player welfare checks where the player shows any level of distress, hardship or aggression
- Complaints in relation to our venues' compliance with its responsible gambling practices

HARM MINIMISATION PRACTICES

Our venues ensure compliance with the Gaming Machines Regulation 2019 and the Registered Clubs Act 1976 by;

- Not providing credit or cash advances that could reasonably be used for the purpose of gambling
- Where practical, our automatic teller machines are located away from (and cannot viewed by) a seated player whilst in the gaming machine area
- Providing player responsible gambling brochures within gaming areas
- Displaying mandatory signage preventing minors from accessing gaming machine areas
- Only promoting gaming advertising within the premises and that it;
 - ◊ Is not deceptive or misleading
 - ◊ Is not directed at minors
 - ◊ Does not give the impression that gambling is a reasonable strategy for financial betterment or misrepresents the probability or chance of winning
 - ◊ Does not provide gambling advertising to excluded patrons
 - ◊ Includes the required responsible gambling message; and
 - ◊ Is reviewed and approved by the Responsible Gambling Officer
- Not redeeming Player Reward Points within our venue for;
 - ◊ Cash or instruments that can be exchanged for cash
 - ◊ Prizes totalling more than \$1,000 in value in any 24-hour period
 - ◊ Credit card / utility bill payments
 - ◊ Rent or mortgage bill payments
 - ◊ Knives, firearms or ammunition
 - ◊ Tobacco products
- Not offering any benefit, prize or reward to a gaming machine player that is not part of the publicised reward scheme such as;
 - ◊ Priority parking
 - ◊ Event tickets
 - ◊ Food or beverage discounts
 - ◊ Liquor discounts and promotions

MONITORING COMPLIANCE

Our venues' Responsible Gambling Officer will review the club's compliance with the code on an annual basis.

We will also engage an external independent auditor every three (3) years to assess;

- The extent to which this Code Implementation Plan is sufficient to ensure the code requirements are met;
- The extent to which this Code Implementation Plan is being put into practice and utilised by relevant staff and management
- Compliance with the specific provisions of the Code.

Any independent audit results will be presented to the board and if necessary, a remediation plan will be developed to ensure continued compliance with the code.