



RESPONSIBLE CONDUCT OF GAMBLING (RCG) POLICY

Responsible conduct of gambling programs

South West Rocks Country Club is a member of Clubsafe program.

What is Problem Gambling?

Gambling is widely accepted in Australia as a recreational activity. However, a small number of patrons who engage in gambling may be adversely affected, and this may have a harmful impact not only on them, but also on their families and the community. There are no guarantees about who is likely to experience problems with their gambling, if or when gambling will become a problem, the types of problems that can result from gambling, or how these problems arise in the first place. What we do know is that when a person's gambling causes them, their family or the community harm, then it is considered problem gambling. Research conducted in NSW and in other states has shown that a small proportion of the Australian population experiences gambling-related problems. These problems can include:

Personal	Financial	Cultural	Employment	Legal
<ul style="list-style-type: none"> • Anxiety • Social isolation • Depression • Self-harm • Separation • Divorce 	<ul style="list-style-type: none"> • Debt as a result of heavy gambling losses • Loss of assets 	<ul style="list-style-type: none"> • As result of conflict with social values, religious or cultural practices 	<ul style="list-style-type: none"> • Loss of productivity at work • Dismissal 	<ul style="list-style-type: none"> • As a result of criminal activity related to funding gambling addiction

Identifying Problem Gamblers

Given the difficulties in knowing exactly which patrons might have a gambling problem, responsible conduct of gambling programs do not expect Club managers or Team Members to monitor the patrons' behaviour nor to identify people with a gambling problem. Rather, the emphasis of the responsible conduct of gambling programs is for Clubs to be aware of the potential problem and take steps to minimise the likelihood of harm.

Player Information

The player information and notices that a Club must have available and/or on display are listed below:

Notices	Player Information
<ul style="list-style-type: none"> • Chance of winning • Gambling Warning Notice • Problem Gambling Notice • Problem Gambling Counselling notice • ATM notice • Signs relating to gaming machine areas in Clubs 	<ul style="list-style-type: none"> • Provision of player information brochures • Provision of information brochures in community languages

Team Members, Gambling and Promotions

Team Members are sometimes susceptible to problems with gambling and require specific responsible gambling consideration. If you believe you have a problem with gambling please contact a Supervisor, Manager or call the responsible conduct of gambling programs hotline number to confidentially access help through a counsellor.

Team Members gambling limitations:

- Team Members are not permitted to use any electronic gaming machine of the Club at any time, whilst on duty. (Duty includes before shift and whilst on meal break).
- Team Members are not permitted to enter a game of Keno at the Club at any time, whilst on duty.
- Team Members are not permitted to place a wager on any TAB game at the Club at any time, whilst on duty.
- Team Members are not permitted to enter any Club promotion except for any produce (e.g. meat) raffle.
- Team Members are permitted to participate in Melbourne Cup sweeps, Calcutta and Sports Pick.
- team Members are permitted to participate in the *Footy Tipping* competition.

The Incident Register

The purpose of an Incident Register is to record significant responsible gambling program events. As a general principle you should aim to record significant incidents that have the potential to assist or harm patrons or the Club. Incidents and actions taken should be recorded as fully and accurately as possible. As a guide, the type of incidents that should be entered include:

- **Self-exclusion incidents:**
 - Requests for self-exclusion,
 - Signed self-exclusion agreements,
 - Requests to terminate the self-exclusion,
 - Any self-exclusion actions taken by Team Members,
 - Third party approaches for self-exclusion of a patron and
 - Third party approaches about a patron's gambling;
 - Complaints, and significant attempts by patrons to breach responsible gambling measures.

Implementing Self-exclusion

Below are a number of steps to take to assist with a patron's request for self-exclusion.

Self-exclusion steps

- 1 The Team Member takes the patron to a quiet and private place within the Club.
- 2 The Team Member immediately contacts the manager on duty.
- 3 The Manager explains South West Rocks Country Club's self-exclusion scheme to the patron.
- 4 The Manager provides the patron with details of the responsible conduct of gambling program's Counselling Service.
- 5 Both the Manager and the Team Member note the patron's request in the Club's incident register as well as the actions taken

How Long Should Self-Exclusion Last?

The minimum time specified by legislation is six months with a maximum of thirty-six months, which is usually calculated from the date that a Self-exclusion Deed is signed. Extended durations of self-exclusion should be discussed with the patron to gain an understanding of their needs, preferably asking them to obtain advice from a professional counsellor.

Making Self-Exclusion Work

Once a Self-Exclusion Deed has been signed, the Club must be vigilant in its attempts to prevent the patron from participating in gambling or other activities from which they have self-excluded.

In practice this requires patron activity to be monitored and responsible Team Members to be made aware of the identity of the self-excluded patron. In addition, the Club's self-exclusion scheme must allow the patron to nominate the area of the Club from which they are to be excluded (e.g. just gaming areas). A patron who self-excludes only from a nominated area will of course have the usual rights to go into other areas of the Club.

Implementing Pre-Commitment Spend Assist for Registered Members

What is Spend Assist (Pre-Commitment)?

Spend Assist is a facility that SWRCC offers to their registered members who wish to monitor or control their gaming losses. This is also known as Pre-Commitment. SWRCC currently implements Spend Assist through our \$7000 emPower program.

Only members who elect to participate in this program will be enrolled into Spend Assist. There is no set time frame in which members must participate, however, members must sign Pre-Commitment Removal Authorisation form should they wish to remove any limits they have set.

How does Spend Assist (Pre-Commitment) work?

A member will be able to nominate the maximum loss amount for one or more periods of the following:

1. A gaming day
2. A 7 gaming day period
3. A 30 gaming day period

In addition, the member can choose to notify/alert the venue when his/her pre-committed loss amount is exceeded by selecting the "Page staff on loss" check-box.

Once the set limits are reached then the member will not be eligible for entry into any EGM related promotions on any EGM in this period. The member will also need to accept the message that appears on the PMM or Prime Impact screen.

How does counselling help?

When contacting responsible conduct of gambling programs, callers can expect to assess as to what service is needed and the severity of their problem, if any. It should be emphasised that anyone is welcome to call just to find out more about the services or to get more information on problem gambling.

Responsible conduct of gambling programs works with a wide network of qualified problem gambling counsellors who are recognised and funded by the Responsible Gambling Fund. South West Rocks Country Club's counselling service provider will provide the contact details for the nearest funded problem gambling counselling service.

Problem gambling counselling may differ for each person, but it will typically involve practical solution-focussed and cognitive behavioural therapy to help the Counselee get their problems under control. The counsellor can discuss eliminating gambling activity altogether as well as gambling-control techniques. While many problem gambling counsellors are also qualified in drug and alcohol counselling, they may make referrals to experts in financial or marriage counselling if needed.