



## RESPONSIBLE CONDUCT OF GAMBLING POLICY

Responsible Conduct of Gambling refers to the delivery of Gaming and Wagering services in a manner that minimises the potential harm that may be caused to individuals and their families.

### POLICY OBJECTIVE:

To ensure Kogarah Clubhouse staff are adequately informed and trained in the support of any Guest identifying themselves as having a problem with gambling.

To ensure Kogarah Clubhouse complies in conducting Gaming and Wagering services in a lawful and socially responsible manner in regard to harm minimisation

### RESPONSIBLE CONDUCT OF GAMBLING POLICY:

Kogarah clubhouse will adopt the Club SAFE policies. The Club SAFE programme assists our Club to fulfil its stated RCG commitment through a variety of measures including:

- Development and Implementation of best-practice policies and procedures for the Responsible conduct of Gambling
- Provision of a free 24 hour counselling and crisis intervention for club patrons, or friends or families who may be dealing with a someone they know who has a problem
- Provisions for an effective voluntary self-exclusion scheme for patrons
- Assistance and advice with the handling of gambling related incidents
- Responsible Conduct of Gambling training for all staff
- Promoting responsible gambling practices among club patrons and the community.

Kogarah Clubhouse will observe legislated gambling harm minimisation requirements including:

- Controls over the nature of gaming related advertising and promotion
- Prohibitions in relation to participation by minor's and advancement of credit to club patrons or the cashing of cheques
- Prohibit the offerings of inducements to gamble
- Display correct signage and avail brochures with contacts of counselling services, the chances of winning and problems caused by excessive gambling and wagering.
- Produce Player Activity Statement when required

### Where to find Help:

ClubSAFE 1800 99 77 66

Gamblers Anonymous 02 9564 1574

Lifeline 131114

Salvation Army 02 9212 2941

What Kogarah Clubhouse can do:

- Brochures are readily available from our Gaming room, KENO and TAB terminals
- An appointment can be made with the General Manager or any Manager you would feel comfortable with, to assist, advise and support you in the strictest of confidentiality.