

Responsible Gambling Policy

Policy Goals

The goals of the Responsible Gambling Policy are to:

- Manage potential harm associated with gambling by creating a responsible gambling environment.
- Educate and inform employees, members and the local community about potential harm associated with gambling.
- Create awareness of significant benefits that will arise where employees, members and the local community assist the club in its endeavours to minimize potential harm associated with gambling.
- Ensure compliance of the Relevant Acts and Codes of Practice.

What is Problem Gambling?

Problem gambling exists when gambling activity results in a range of adverse consequences where:

- The safety and/or well-being of gambling customers and or their families and friends are placed at risk; and
- Negative impacts extend to the broader community.

Potential Harmful Effects of Problem Gambling

Some potential harmful effects of problem gambling on individuals and the community are:

- Personal - stress, depression and anxiety, poor health, suicide.
- Work and study -job loss, absenteeism, poor performance.
- Financial - financial hardships, debts. Asset losses, bankruptcy.
- Legal - theft, fraud, scams.
- Interpersonal - domestic violence, relationship breakdown, family neglect.
- Community services - pressure on charities and public purses.

What is Responsible Gambling?

Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimized and people make informed decisions about their participation in gambling.

Responsible gambling occurs as a result of the collective actions and shared ownership by individuals, communities, the gambling industry and Government, to achieve outcomes that are socially responsible and responsive to community concerns.

Harm Minimization Strategies

The Redcliffe RSL has a responsibility to ensure that Relevant Acts and Codes of Practice are strictly adhered to.

The Redcliffe RSL will implement strategies to minimize the potential harm associated with gambling.

The strategies are as follows:

1. Provision of Information

▪ Responsible Gambling Information

The Club will make available responsible gambling information, including

- Player Information Booklet outlining odd/win rates of major prizes,
- Responsible Gambling Mission Statement of the Club,
- Signage on potential harm associated with gambling,
- Gambling Help Services to assist those affected by gambling.

2. Interaction with Customers and Community

- Redcliffe RSL has available a staff member to assist with:
 - Patrons' inquiries on gambling-related issues
 - Facilitating exclusion programs for patrons
 - Liaison with community network groups
 - Resolving patron complaints
- A commitment to the ongoing training and development of staff and management in the responsible provision of gambling and gambling products.
- Redcliffe RSL has in place a detailed Complaints Resolution System for the amicable and timely resolving of complaints

3. Exclusion Provisions

- Redcliffe RSL offers exclusion provisions as one of a range of proactive measures to assist those with gambling problems.
- A Customer Liaison Officer is available for patrons to discuss their exclusion options.

4. Physical Environment

- Minors are not permitted to gamble or be in a designated gambling area, and the only acceptable forms of identification to ascertain age are:
 - A current driver's licence or learner's permit (with photo)
 - A current passport (from any country with photo)
 - An Australian Government issued proof of age card (ie. 18+ Card)
 - A Victorian Keypass
 - A current foreign drivers licence with a photo and date of birth.
- Patrons who are unduly intoxicated will be refused service of alcohol and will not be permitted to gamble and may be asked to leave the premises.
- Redcliffe RSL will offer the gambling area in a safe and clean condition at all times.
- Players' privacy and confidentiality will be a top priority at all times.
- Gaming machines will be maintained in premium condition at all times and any machine unable to be played will be clearly marked.
- The Club will place a clock within designated gambling areas to make members aware of the passage of time.
- The club will encourage breaks in play by making members aware of other alternative forms of entertainment available within the club
- The club will provide when possible self-service tea and coffee facilities.

5. Financial Transactions

- The Club will not locate ATMs in designated gambling areas or in the entry to designated gambling areas where safe and practical.
- The Club will not extend credit for the purpose of gambling under any circumstances.
- A maximum cash limit for payouts applies and reflects the agreed maximum amount approved by the Queensland Office of Gaming Regulation for this Club. If the winning is greater than this limit

either the whole amount can be paid by cheque or paid partly in cash to the maximum limit with the balance of the payout paid by cheque.

- Any cheques for winnings will not be cashed by the Club.

6. Advertising and Promotions

The club will ensure that any advertising or promotion:

- Complies with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers
- Is not false, misleading or deceptive;
- Does not implicitly or explicitly misrepresent the probability of winning a prize;
- Does not give the impression that gambling is a reasonable strategy for financial betterment;
- Does not include misleading statements about odds, prizes or chances of winning;
- Does not offend prevailing community standards;
- Does not focus exclusively on gambling where there are other activities to promote
- Is not implicitly or explicitly directed at minors or vulnerable or disadvantaged groups;
- Does not involve any external signs advising of winnings paid; and
- Does not involve any irresponsible trading practices by the gambling provider.

Policy Review

Redcliffe RSL will review the Responsible Gambling Policy and make assessments of the gambling environment within the Club on a regular basis. The Club will make such changes as are reasonably necessary to comply with this Policy and the ongoing responsible gambling environment