

# MERRYLANDS RSL RESPONSIBLE CONDUCT OF GAMBLING POLICY 2016

---

## OBJECTIVE

The Club is committed to implementing and adhering to Responsible Gambling legislation and regulations for its patrons and employees. This is to be achieved through fostering responsible gambling practices by its patrons and employees, and ensuring that the provision of gambling services is done responsibly.

## SCOPE

The Club acknowledges that, while most people participate in gambling activities in a socially enjoyable and harmless manner, gambling can create problems for some individuals. The extent of these problems ranges from occasional over-spending to the development of pathological gambling addictions.

The Club seeks to create a responsible gambling environment and is committed to implement Responsible Gambling legislation and best practice for the benefit of patrons and employees.

Responsible conduct of gambling (RCG) refers to the delivery of gaming and wagering services in a manner that minimizes the potential harm that may be caused by gambling to individuals, their families and the community generally. The focus of this policy extends to fostering responsible gambling practices among club patrons and staff by having in place harm minimization and consumer protection measures such as those outlined below.

### **The Responsible Conduct of Gambling will be achieved through:**

- Maintaining membership of and a continued commitment to the 'BetSafe' program
- 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 service for club patrons and staff who have a gambling problem or know someone who has a problem
- Provision of an effective self-exclusion scheme for patrons;
- Responsible Conduct of Gambling training for all staff
- Assistance with the handling of gambling-related incidents which occur at the club and advice
- Promoting responsible gambling practices among club patrons and the community
- All gaming staff (as well as other staff) will receive training and certification in RCG. The Club will ensure that no employee will be put in gaming areas without receiving training and nationally accredited certification first. Staff will be given regular training updates
- Daily internal audit checks will be conducted. This ensures the Club is maintaining and displaying signage, poker machine stickers, clocks and brochures.
- BetSafe will conduct external audits on a regular basis.
- Employees at staff and management level receive regular refresher courses in RCG.
- The Club will provide player activity statements on request.
- The Club will provide a multi-lingual signage and brochures.
- The Club will ensure there is a maximum cash payment limit of \$5000.
- The Club will abide by the minimum of 3-hour closure time of gaming area.