

Gaming Code of Practice Implementation Plan

Alstonville Plateau Bowls and Sports Club board, management and staff make a commitment to deliver best practice responsible gambling for our members, guests and our industry by adhering to this Gaming Code of Practice (Code).

Responsible Gambling Policy (Section 19 of the Code)

- The Responsible Gambling Policy was approved at a Board Meeting on 29 April 2024.
- The Responsible Gambling Policy is made available to members, staff and directors via the club notice board / website.

Responsible Gambling Officer (RGO) (Sections 22-25 and 30 of the Code)

- The Responsible Gambling Officer (RGO) is Marisa Poptie, General Manager.
- ClubsNSW was notified of the contact details of the RGO on 30 April 2024.
- The RGO is still to complete the required training before 30 June 2024.
- The club's provider of RGO Training is ClubSAFE.

Responsible Gambling Oversight Training (Sections 26-29 of the Code)

(Secretary Manager/Director)

- The club's provider of Director Training is ClubSAFE.
- The club will maintain a register of Directors that have completed the Responsible Gambling Oversight Training.

Advanced Responsible Conduct of Gambling Training (Section 31 of the Code)

(Duty Manager)

- The club's provider of Advanced Responsible Conduct of Gambling (RCG) Training is ClubSAFE.
- The club will maintain a register of Duty Managers that have completed the Advanced RCG training.

Responsible Gambling Staff Induction Training (Section 33 of the Code)

(Non-Gaming Staff)

- All non-gaming staff are offered access to the Responsible Gambling Staff Induction training via the Club's staff induction process.

Refresher Training (Section 34 of the Code)

- Refresher training is required every 5 years.

Player Welfare Checks (Sections 35-37 of the Code)

- Information outlining the player welfare check process is available to staff via staff training sessions and staff memos / information folder.

Counselling and Support Services (Section 38 of the Code)

- The club's provider of counselling and support services is GambleAWARE – Gambling Counselling Service.
- Counselling service information is made available to players via Posters, Contact Cards, and other signage in the gaming areas.

Forums and Outreach Programs (Sections 39-40 of the Code)

- The club attended the locally held club and counselling service provider forums as required.
The club allows outreach activities to occur with GambleAWARE counsellors when or as required.

Exclusions (Sections 41-50 and 53 of the Code)

- The club's provider of a multi-venue exclusion scheme is ClubSAFE and BetSafe.
- Information on exclusions (including family-initiated exclusions) is provided to patrons via brochures, posters and contact cards from ClubSAFE in the gaming area.
The club's policy for family-initiated and club-initiated exclusion is accessible via our website in the near future.
The club will notify members of the club's policy in relation to family-initiated and club-initiated exclusions via website, posters and noticeboards once policies have been announced in the near future.
- If a patron breaches or attempts to breach their exclusion, the club notifies their multi-venue scheme ClubSAFE, and documents it in the Gambling Incident Register.

Electronic Exclusion Detection (Sections 51-52 of the Code)

- The club's provider of digital sign once installed will be linked to the exclusion database.

Gambling Incident Register (GIR) (Sections 57-60 of the Code)

- The Gambling Incident Register (GIR) is kept in the Incident Register
The RGO reviews the GIR weekly. Results of the GIR review are reported monthly at the Board meetings.

Access to Money (Sections 61-62 of the Code)

- All staff are informed of the prohibition to provide credit for gambling via Staff Induction Manual.
- All measures have been taken to ensure the ATM is located outside the gaming area and visibility from gaming machines is minimised. The Club's ATM is located away from the view of the Club's gaming facilities in the club's reception area.

Player Information (Sections 63-64 of the Code)

- Staff check the gaming area weekly to ensure the following brochures are available:
 - Brochure 1 - Info about the odds - Betting on gaming machines
 - Brochure 2 – ClubSAFE or Bet Safe Counselling and Support
 - Brochure 3 – Information about Responsible Gambling Behaviours

Minors (Section 65-66 Code)

- The club adheres to the legislations and regulations surrounding the prevention of minors from accessing the gaming machines areas and by doing this utilises the correct signage and has put in place policies and procedures.

Advertising, Promotion and Player Reward Schemes (Sections 67-72 of the Code)

- All gaming-related advertising and promotion approvals will be reviewed and approved by the RGO. The Club will review the Player Rewards Scheme for compliance with the Code (Sections 69-72) at least annually.

AML/CTF (Sections 73-77 of the Code)

(For Clubs with 16 or more gaming machine entitlements)

- The Secretary Manager and all Directors must complete Executive/Board Oversight Training within 12 months of commencement on the board.
 - The General Manager and all current Directors must complete the AML/CTF Oversight Training within twelve months from the date of this Plan.
 - The AML/CTF Compliance Officer (ACO) Officer is Marisa Poptie.
The AML/CTF Compliance Officer (ACO) has completed all required training.

AML/CTF Staff Awareness Training (Sections 67-72 of the Code)

- A register of the completion of AML/CTF Awareness Training (for those involved in the gaming machine operations and wagering) is maintained by the AML/CTF Officer.
- All other staff outside of gaming were offered access to AML/CTF Staff Awareness training via Lighthouse Safety and Compliance.

AML/CTF Bans (Sections 81-82 of the Code)

- The club will adopt a policy on banning people suspected of money laundering.

Assurance (Sections 83-88 of the Code)

- The General Manager will conduct an annual internal audit of compliance with the Code using the ClubsNSW online self-audit checklist and report to the board for consideration.
- The club will engage Lighthouse Safety and Compliance as an external auditor every 3 years to audit the club's compliance with the Code and report to the board for consideration.

Minors in gaming areas

Alstonville Plateau Bowls and Sports Club complies with section 52 of the *Gaming Machines Act 2001* (NSW) which prohibits minors from being in a gaming area of a club.

Alstonville Plateau Bowls and Sports Club displays the appropriate signage concerning persons under 18 outside of any gaming area.

If a person under 18 years of age is observed in a gaming area of Alstonville Plateau Bowls and Sports Club, staff are aware that the minor is to be removed immediately. If a person is suspected of being under 18 years of age, such person may be requested to produce documentary evidence of age.

Alstonville Plateau Bowls and Sports Club will ensure that staff induction and training provide information about which areas of the club are age-restricted areas (including gaming areas) and the relevant procedure if a person suspected of being under 18 years of age is observed in these areas.

Player Welfare Check Process

A Player Welfare Check is an interaction between the staff member and patron, which may be in response to:

- Staff observing a Player displaying strong indicators of problem gambling; or
- A family member raising concerns about a player's gambling; or
- A player reaching any voluntary pre-commitment limit; or
- Staff observing a player gambling for three (3) or more hours continuously.

Process

1. Staff who witness any strong indicators of problem gambling or above triggers must inform their duty manager or equivalent on shift to escalate the matter.
2. Duty managers must perform the following process:
 - Enquire as to the Player's welfare; Example: "How's your night? Can I get you anything?"
 - If the player reports any level of distress or hardship, the duty manager must:
 - a) Offer the Player information about counselling and self-exclusion (i.e. Responsible Gambling Brochures, Gamble Aware contact cards etc.)
 - b) Ask the Player to take a break from gambling for a period of not less than 24 hours (this break does not require the Player to cease using other Club facilities); and
 - c) Make a record of the interaction in the Club's Gambling Incident Register*

Gambling Policy Statement

Alstonville Plateau Bowls and Sports Club 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 venue encourages the responsible use of gambling facilities within the Club and abides by the Club Gaming Code of Practice.

Policy Statement

The Board of Alstonville Plateau Bowls and Sports Club 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;
- Alstonville Plateau Bowls and Sports Club will prioritise customer welfare and sustainable gambling activities;
- Alstonville Plateau Bowls and Sports Club will adopt responsible gambling and harm minimisation measures in accordance with the Club Gaming Code of Practice; and
- Alstonville Plateau Bowls and Sports Club will promote the social and economic benefits of responsible gambling and the gaming industry.

Club Contacts

Company	Contact	Phone	Email
Alstonville Plateau Bowls and Sports Club Ltd	Reception	02 6628 0497	info@alstonvillebowls.com
Responsible gambling provider	ClubSAFE	1800 99 77 66	clubsafe@clubsnsw.com.au
	GambleAWARE NSW	1800 858 858	Gambleaware.nsw.gov.au
Counselling Service	ClubSAFE	1800 858 858	clubsafe@clubsnsw.com.au
Local Counselling Service	Northern Rivers Gambling Service	1800 858 858	gambleawaremnc@lifeline.org.au
Responsible Gambling Officer	General Manager - Marisa Poptie	02 6628 0497	ceo@alstonvillebowls.com
AML-CTF Compliance Officer	General Manager - Marisa Poptie	02 6628 0497	ceo@alstonvillebowls.com