

# Gaming Plan of Management

South Tweed Bowls Club LTD  
Trading as South Tweed Sports

**Registered Club**

LIQ300239764

110 Gaming Machine Entitlements

# Gaming Plan of Management – [Venue name]

## Version control

Version	Date	Changes made to content	Approved by	Next review date
1.0	30/8/2024	yes	Brendan Walsh	30/8/2025
xxx	xxx	xxx	xxx	xxx

## Contents

Version control .....	2
Contents .....	2
1. Venue details .....	4
2. Venue trading hours and shutdown period .....	4
3. Gaming related licence conditions .....	4
4. Measures to address gambling harm .....	5
5. Responsible Gambling Officers .....	6
6. Venue gambling signage and mandatory gambling information .....	7
7. Information regarding player assistance .....	9
8. Identifying at-risk gambling behaviours .....	9
9. Preventing minors from using gaming machines .....	10
10. Payment of prizes and cashing cheques .....	10
11. Information on player reward schemes .....	12
12. Gambling incident register .....	16
13. Compliance with legislation .....	17
14. Staff use of gaming machines prohibited .....	18
15. Procedures for gaming-related customer complaints .....	19
16. Reporting misconduct .....	19
17. Staff familiarity with GPOM .....	19
18. Review of GPOM .....	19
19. Contact information for local licensing Police .....	19
20. Attachments .....	20
Attachment A – Record of staff review of GPOM .....	20
Attachment B – Record of staff competency cards .....	21

Attachment C – Venue liquor licence .....22

Attachment D – Premises plan .....23

Attachment E – Warning signs of at-risk gambling behaviour and how to act on them .....24

## 1. Venue details

Street address	4 Minjungbal Drive Tweed Heads South
Licensee / Club Secretary	Angus Southwell
Approved manager / Club manager	
Number of GMEs	110
Number of gaming machines operated	100
Statistical Area 2 (SA2)	XXX

## 2. Venue licensed hours and shutdown period

### Venue licensed hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open	9:30	9:30	9:30	9:30	9:30	10:00	11:00
Close	21:30	23:00	23:00	23:00	00:00	00:00	21:30

### Venue gaming machine shutdown hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
From	3:00	3:00	3:00	3:00	3:00	3:00	3:00
Until	9:00	9:00	9:00	9:00	9:00	9:00	9:00

## 3. Gaming related licence conditions

### 6 hour shutdown

---

## 4. Measures to address gambling harm

### **Commitment to Responsible Gambling:**

South Tweed Sports is committed to ensuring that all gambling products provided are offered in a manner that is safe, fair, and enjoyable. South Tweed Sports provides a responsible gambling environment that protects the well-being of our members and patrons. We acknowledge the potential risks associated with gambling and are committed to minimising harm by implementing appropriate measures and promoting responsible gambling behaviours.

We actively promote responsible gambling practices, including clearly displayed signage and brochures that outline the risks of gambling and information on problem gambling helplines and support services. In addition, we train our staff members to identify and assist customers who may be experiencing problem gambling behaviours.

### **Adoption of Responsible Gambling Harm Minimisation Measures:**

The Club implements and adheres to responsible gambling harm minimisation measures in accordance with the Gaming Machines Regulation 2019 and the Registered Clubs Act. These measures include staff training programs to identify and respond to customers displaying signs of problem gambling, self-exclusion programs, age verification processes, and the provision of clear and accurate information about the risks and potential harm associated with gambling.

### **Staff Training and Education:**

We provide comprehensive training and education programs to all our staff members regarding responsible gambling practices. This includes recognising and responding to indications of problem gambling, assisting patrons with information on self-exclusion, and understanding relevant legislation and codes of practice.

### **Self-Exclusion Program:**

South Tweed Sports offers a voluntary self-exclusion program to members and patrons who wish to limit or suspend their gambling activities. We provide clear and easily accessible information on how to set personal limits on deposits, losses, and session durations. Our staff undergo regular training to support customers who request assistance in setting limits or self-exclusion. We regularly review and update our systems and processes to ensure effective self-exclusion and spending controls.

### **Responsible Advertising and Promotion:**

We adhere to responsible advertising and promotion practices set out in the code of conduct by ensuring that all gambling-related advertising materials, both online and offline, are designed and distributed in a manner that promotes responsible gambling behaviours. We actively discourage any form of excessive gambling or misleading advertising.

### **Compliance and Continuous Improvement:**

We are dedicated to complying with all relevant laws and regulations related to responsible gambling. We regularly review and update our responsible gambling policies and procedures to align with the latest industry standards and best practices. Conducting internal audits and assessments to ensure compliance and effectiveness of our responsible gambling measures. Seeking feedback from members and patrons, staff, and external stakeholders to identify areas for improvement and make necessary changes.

Our commitment to responsible gambling extends to all levels of our organization. We will regularly review and update our policies and procedures to align with best practices in the industry and regulatory requirements. By promoting responsible gambling and fostering a safe and enjoyable gambling environment, we aim to create a positive experience for our customers while mitigating the potential risks associated with gambling.

### **Venue Policies and Controls:**

To support responsible gambling, South Tweed Sports Club has implemented a range of venue policies and controls, including:

- a) Cash withdrawal limits to encourage responsible spending.
- b) Time and/or spending limits on electronic gaming machines.
- c) Regular monitoring and assessment of gaming machine performance to identify potential issues.
- d) Clear signage and displays indicating the odds of winning and the potential risks associated with gambling.
- e) Supportive and trained staff available to assist patrons with responsible gambling queries or concerns.

---

## 5. Responsible Gambling Officers

South Tweed Sports has one (1) approved Responsible Gambling Officer (RGO) rostered on duty at all times when gaming machines are operating. Should the Club trade after midnight, the RGO will be primarily focused on RGO duties. The purpose of RGOs is to promote proactive gambling harm minimisation. Responsible Gambling Officer (RGO) RGOs will have a range of duties, including (but not limited to):

- Act as an escalation point, including for staff to contact if they suspect a patron is suffering gambling harm
- Proactively check-in on and engage with patrons where the RGO suspects they may be experiencing gambling harm
- Record gambling incidents in the Gambling Incident Register
- Escalate serious instances of gambling harm to senior management
- Facilitate the provision of gambling support information and requests for self-exclusion.

RGO duties are:

1. to identify patrons who are at risk of or experiencing gambling harm
2. to identify patrons who are displaying behaviour related to gambling harm
3. to make inquiries with a patron if the officer suspects the patron is at risk of or experiencing gambling harm
4. to notify senior management of serious instances of patrons at risk of or experiencing gambling harm for the purposes of enabling senior management to intervene
5. to facilitate requests by patrons for information about or to participate in self-exclusion schemes conducted by the hotelier or registered club
6. to record, in the hotel's or registered club's gambling incident register, incidents relating to persons who are at risk of or experiencing gambling harm, or who display behaviour related to gambling harm, observed by the officer
7. to assist staff and management in ensuring the hotel or registered club meets its harm minimisation obligations under the Act and this regulation

- to promote harm minimisation measures within the hotel or registered club.

The responsibilities of manager/s on duty are to:

- take reasonable steps to ensure responsible gambling officers for the hotel or registered club carry out the duties of a responsible gambling officer
- ensure work health and safety procedures and policies are followed to support responsible gambling officers in exercising their duties as responsible gambling officers
- ensure responsible gambling officers have had an opportunity to raise issues with the hotel or club manager about the role and its responsibilities
- ensure the issues raised by responsible gambling officers in relation to paragraph 3. are addressed
- ensure responsible gambling officers are not impeded by the hotel or club manager or other staff of the hotel or registered club in carrying out the duties of a responsible gambling officer
- inform responsible gambling officers about the duties of a responsible gambling officer
- inform responsible gambling officers of patrons reasonably suspected to be at risk of or experiencing gambling harm
- assist patrons who are at risk of gambling harm or displaying behaviour related to gambling harm.

Responsible Gambling Officers may make complaints to Liquor & Gaming NSW about harm minimisation breaches at this venue or if they are impeded from undertaking their duties.

Complaints and reports of potential breaches of the law can be made to Liquor & Gaming NSW:


*Email: [contact.us@liquorandgaming.nsw.gov.au](mailto:contact.us@liquorandgaming.nsw.gov.au)*







*Phone: 1300 024 720*

*Web: <https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint>*


## 6. Venue gambling signage and mandatory gambling information

Mandatory gaming machine signage and brochures include:

MANDATORY: Sign 1G - Gambling Warning	
	<p><i>“What’s gambling really costing you?” (4 available options)</i></p> <p>This sign must be prominently displayed in each gaming area:</p> <p>Main entrance to gaming room. Function corridor entrance to the gaming room. TAB entrance to the gaming room. Main bar entrance to the dedicated smoking area. Rear entrance to the dedicated smoking area.</p>
MANDATORY: Sign 6G – Gambling Counselling	

 <p>Help is close at hand</p> <p>Here for you 24/7.</p>	<p><i>"Help is close at hand"</i> (6 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p> <p>Main entrance to gaming room. Function corridor entrance to the gaming room. TAB entrance to the gaming room. Main bar entrance to the dedicated smoking area. Rear entrance to the dedicated smoking area.</p>
<p>MANDATORY: Sign 3G – Chances of winning sign</p>	
 <p>A million to one.</p> <p>That's your chance of hitting the jackpot on a gaming machine.</p>	<p><i>"A million to one"</i></p> <p>This sign must be prominently displayed in each gaming area:</p> <p>Main entrance to gaming room. Function corridor entrance to the gaming room. TAB entrance to the gaming room. Main bar entrance to the dedicated smoking area. Rear entrance to the dedicated smoking area.</p>
<p>MANDATORY: Brochure 1 – Info about the odds – Betting on gaming machines</p>	
 <p>Info about the odds</p> <p>Betting on gaming machines?</p>	<p>These brochures are prominently displayed and available in each area with gaming machines.</p> <p>Main entrance to gaming room. At the cashier area of the gaming room. In the dedicated smoking section of the gaming room</p> <p>Translated versions are supplied to patrons from non-English speaking backgrounds upon request.</p>
<p>MANDATORY: Contact card 2G – Self-exclusion contact card</p>	
 <p>Help is close at hand.</p> <p>To find out what support is available for you, visit <a href="http://gambleaware.nsw.gov.au">gambleaware.nsw.gov.au</a> or call 1800 858 858.</p> <p>Front</p> <p>Reverse</p> <p>Need a break from gambling?</p> <p>You can ban yourself from gambling here. See the Gaming Manager for more information or call GambleAware 1800 858 858.</p>	<p>Contact cards are securely attached to each bank of gaming machines in a card holder so they can be clearly seen when playing a gaming machine or approaching the bank of gaming machines.</p>
<p>MANDATORY: Sticker 4G – Gambling counselling sticker</p>	
 <p>Help is close at hand</p> <p>GAMBLEAWARE <a href="http://gambleaware.nsw.gov.au">gambleaware.nsw.gov.au</a> 1800 858 858</p>	<p>These stickers are prominently displayed on each gaming machine.</p>
<p>MANDATORY: Problem gambling message</p>	
 <p>Help is close at hand</p> <p>GambleAware <a href="http://gambleaware.nsw.gov.au">gambleaware.nsw.gov.au</a> 1800 858 858</p>	<p>This message is prominently displayed on or near all ATMs and cash-back terminals.</p> <p>This sign is displayed on the ATM's</p>



	The message is also included on any player activity statements, all betting tickets, and all gaming machine tickets (TITO tickets).
MANDATORY: Sign 2L – No Under 18s	
	<p>Sign 2L (minors not permitted in this area) is prominently displayed at or close to the entrance to the restricted area in which gaming machines are kept:</p> <p>Main entrance to the gaming room. TAB entrance to the gaming room</p>

Signage and information for patrons from non-English speaking backgrounds

South Tweed Sports makes gaming signage and information available upon request in the following languages: [Arabic](#), [Simplified Chinese](#), [Traditional Chinese](#), [Greek](#), [Hindi](#), [Italian](#), [Korean](#), [Macedonian](#), [Nepali](#), [Spanish](#), [Thai](#), and [Vietnamese](#).

Procedures to check signage and brochures

Gaming room audit conducted each month for inclusion in monthly gaming report to Board of Directors]

## 7. Information regarding player assistance

Hotels and clubs that operate gaming machines must establish and conduct a self-exclusion scheme. This allows patrons to voluntarily exclude themselves from nominated areas of a gaming venue or the entire venue.

8. South Tweed Sports offers a voluntary self-exclusion program to members and patrons who wish to limit or suspend their gambling activities. We provide clear and easily accessible information on how to set personal limits on deposits, losses, and session durations. Our staff undergo regular training to support customers who request assistance in setting limits or self-exclusion. We regularly review and update our systems and processes to ensure effective self-exclusion and spending controls.
9. South Tweed Sports uses the MVSE online portal for self-exclusions. If this is unavailable, then hard copy self-exclusion deeds are used.

## 10. Identifying at-risk gambling behaviours

At-risk gambling behaviour is gambling behaviour that leads to gambling harm because it involves:

- spending more money on gambling than the person can afford based on their income and financial commitments: and/or

- spending so much time on gambling that it interferes with the person's relationships, social life and/or work responsibilities.

'Gambling harm' refers to difficulties or other negative consequences that result from excessive gambling and affect the wellbeing of the person and/or their loved ones in many areas of their daily lives. Gambling harm can affect people's physical and mental health as well as their financial wellbeing, relationships, education and employment, social and psychological wellbeing.

For further information, see Attachment F – Warning signs of at-risk gambling behaviour and how to act on them.

South Tweed Sports undertake staff training to detect signs of at-risk behaviour such as.

- Seeking credit to gamble
- Seeking to borrow money for gambling.
- Seeking assistance or advice about controlling their gambling
- Admitting to borrowing or stealing money to gamble
- Enquiring about self-exclusion
- Showing a significant decline in personal hygiene, grooming or appearance
- Showing obvious or repeated signs of distress (shaking, swearing, crying or outbursts of anger)
- Friends or family raising concerns about a person's gambling.
- Leaving a minor unattended whilst playing gaming machines.

If any at risk behaviour is observed, it is recording in the electronic gaming register or the physical gaming register kept at the gaming room bar

---

## 11.Preventing minors from using gaming machines

Minors (persons under 18 years of age) must not:

- operate gaming machines, or
- enter areas where gaming machines are located.
- South Tweed Sports strictly enforce a policy that prohibits minors (persons under 18 years of age) from participating in any gambling activities within our premises. We have implemented age verification procedures at entry points and clearly display age restriction notices throughout our premises to ensure compliance with this policy.

---

## 12.Payment of prizes and cashing cheques

Staff must award or pay a prize won on a gaming machine to a player who is entitled to the prize in accordance with the *Gaming Machines Regulation 2019*. The following requirements apply:

- Prizes may be paid as money or in a non-monetary form, but the prizewinner must be given the choice to be paid money
- If a prize is awarded in money, the prize must be equal to (but not exceed) the value of the credits accumulated by the prizewinner from playing the relevant gaming machine
- A non-monetary prize must not consist of or include:
  - Liquor in any form, or

OFFICIAL

- Tobacco in any form, or
- Knives or knife blades, or
- Firearms or ammunition within the meaning of the Firearms Act 1996.
- If you offer non-monetary prizes, you must make the following information readily accessible in any area with gaming machines:
  - The nature or form of prizes offered
  - The terms on which the prizes are awarded or paid
  - The right of the prizewinner to choose to receive money instead
  - Any option available to the prizewinner to transfer a non-monetary prize for another non-monetary item or right
  - If the non-monetary prize will not be made within 48 hours of the request for the prize – the time in which the prize will be awarded.
- Monetary prizes must be paid within 48 hours of the request (note- any statewide links may have different rules)
- Non-monetary prizes must be awarded within 48 hours, or within the timeframe stated on the information made available to patrons.

#### Prizes over \$5,000

If a person claims a prize of more than \$5,000, the amount that exceeds \$5,000 must be paid within 48 hours in one of two ways:

- crossed cheque made payable to the prize winner - clearly marked with the words: Prize-winning cheque – cashing rules apply.
- electronic funds transfer (EFT) to a nominated account - if those means are available – but no sooner than 24 hours after the prize is won.

If the total prize money is more than \$5,000 and the prize-winner requests to have the entire amount paid by crossed cheque or EFT, not just the amount over \$5,000, you must do so.

If the prize is being paid through electronic transfer, the account must be with a financial institution, such as a bank.

#### Procedures for processing prize payments

All gaming prizes at South Tweed Sports are paid in cash, cheque or EFT.

Prizes under \$5000 are paid via cash or crossed cheque if requested.

Prizes over \$5000 are paid in cash up to \$5000 and the remainder is paid via crossed cheque or EFT payment made within 48hrs.

Cheques are not permitted to be cashed at South Tweed Sports under any circumstances.

---

### 13. Information on player reward schemes

A **player reward scheme** means a system, used in connection with the operation of gaming machines at a hotel or club, in which players of gaming machines accumulate bonus or reward point from playing the gaming machines.

A **promotional prize** means prizes or rewards (including bonus points) offered by the hotel or club to their patrons in connection with a player reward scheme or any other marketing or promotional activity that involves gaming machines.

A hotel or club must not offer or permit promotional prizes:

- in the form of cash
- that exceed \$1,000 in value
- that are indecent or offensive (including free giveaways), or
- to be exchanged for cash.
- You must not allow bonus or reward points accumulated under a player reward scheme to be redeemed for cash.
- Player activity statements

If you conduct an electronic player reward scheme or provide player account cards, you must let your player reward scheme participants and account card holders know that player activity statements are available.

If requested, you must provide them with a monthly player activity statement free of charge.

Monthly activity statements must include:

- the player's total amount of turnover, total wins, and net expenditure
- total points earned and redeemed as the result of playing gaming machines
- the total length of time during which a participant's player card was inserted in gaming machines during each 24-hour period in the month, and the total length of time during the whole month
- a note advising that the statement only relates to the gaming machine play while the player's card was inserted into the machine
- GambleAware information:  
'Help is close at hand. Call GambleAware 1800 858 858 or visit the [GambleAware website](#)'

You must keep a record or copy of any player activity statement made available to patrons.

You must only disclose information in a player activity statement to:

- The person to whom the information relates, or
- Persons lawfully entitled to have access to the information.

[REWARDS 365 TERMS & CONDITIONS 2024

REWARDS 365 MEMBERSHIP

1. REWARDS 365 is the member only, exclusive Loyalty Rewards Program offered by South Tweed Sports Club. Becoming a member of REWARDS 365 is free and open to all members of the club.
2. Guests can join the REWARDS 365 Loyalty Program by first joining the South Tweed Sports Club

and paying the current/nominated Annual Membership Fee to become a Financial Member of the South Tweed Sports Club.

3. To join REWARDS 365, a Guest (non – member) must join the Club as a Club member.
4. There is a limit of one membership per club member and one REWARDS 365 card per member. All members unless barred from the Club are eligible to join. STS Club staff members are ineligible to join as the Club exclusion from gaming policy applies.
5. Membership and levels of membership (known as tiers) are provided based on member loyalty to the Club. Members may qualify for tiers based on the number of REWARDS 365 Status Points earned. As a member of the REWARDS 365 Loyalty Program your tier status will be reviewed periodically and may be adjusted according to the number of REWARDS 365 Status Points you have earned. At the CEO's discretion a new member may be allocated Membership at a level equal to that currently allocated to that them at another Club, Casino, Integrated Resort or On- line service provider of comparable goods & services.

#### REWARDS 365 LOYALTY PROGRAM TERMS & CONDITIONS

6. REWARDS 365 terms ("Terms& Conditions – T&C's") – these T&C's, REWARDS 365 brochures and promotional material included at STS site (premises), on the STS website, social media, terms of entry and codes of conduct as issued by STS from time to time. In the event of any inconsistency, the latest version of the REWARDS 365 membership terms and conditions superseded all prior versions.
7. The T&C's (including all elements and benefits) may be changed at any time by the STS. Should the T&C's be changed, STS will in its best endeavours give REWARDS 365 members prior notice, including by making updated information available at STS and sometimes on the clubs websites and social media. Prior notice may not be given if we are required to make changes to act legally or in accordance with the requirements of a Government authority and the way in which we provide notice may be limited by law or the requirements of a Government authority.

#### REWARDS 365 CARDS, TIERS & BENEFITS

8. REWARDS 365 Membership cards always remain the property of STS. When cancellation of Club Membership is executed by the Club for non compliance of T&C's and the Code of Conduct the Membership card must be returned upon our request.
9. A membership card is issued for your personal use only. You must not lend or share your card at any time, for any reason to another person/member/members.
10. You are responsible for keeping your REWARDS 365 Loyalty Card and Personal Identification

Number (PIN – See Player Account Clause below) secure as use of loyalty points/credit and benefits is, at all times, your responsibility including where there is misuse of your card or if your card is lost or stolen.

11. As a REWARDS 365 Member it is your responsibility to immediately notify us of changes in your details, of any lost, stolen or malfunctioning membership card or any unauthorised use of the card.
12. We may adjust your loyalty points, benefits or tier or we may cancel your membership if you misuse your REWARDS 365 Membership card, loyalty points, benefits or allow or enable someone else to do so.

## OFFICIAL

Your REWARDS 365 loyalty points may be adjusted by STS in the event they incorrectly accrue in your favour.

13. You are responsible for your loyalty points and benefits.

14. REWARDS 365 Loyalty points will expire as follows:

- a. REWARDS 365 Dollars - If you do not use your membership card at least once every 90 days.
- b. REWARDS 365 Status Credits - on your tier review date.
- c. REWARDS 365 Rewards Points – inline with your Status Level or annually as per current conditions.

15. Limited Liability – STS may sometimes experience technical malfunctions and errors beyond our control. As such and under such circumstances STS will not be liable for the consequences to your REWARDS 365 membership and may adjust incorrectly accrued loyalty points, benefits and tier.

16. REWARDS 365 membership, cards, loyalty points and any other benefits and privileges are not transferable unless approved by the CEO and will lapse on an STS member's death or cancellation of the persons membership of STS.

### CANCELLATION OF MEMBERSHIP & ACCESS TO THE REWARDS 365 LOYALTY PROGRAM

17. You may cease/opt out of your membership at any time, including if you do not agree to any changes made to the REWARDS 365 program, including its terms & conditions, rewards & benefits. We ask that you return your membership card to STS when ending your membership. Upon ending your membership, all loyalty points and benefits are forfeited.

18. Your REWARDS 365 membership may also be ceased, or participation limited should we be required to do so in order to act legally or in accordance with the requirements of a Government authority.

### PRIVACY

19. Information about you, including information provided on this form and about your membership will be held by the STS. This information is collected for the purposes of operating REWARDS 365 and promoting our products, services, promotions and events. We may use and deal with your personal information in accordance with our the overarching STS Privacy Policy available on the club website <http://www.southtweedports.com.au/terms-use/>

20. STS has a legal obligation to sometimes provide information to some third parties such as government gaming regulatory authorities and law enforcement agencies, as well as obligations

to collect personal information under laws such as anti-money laundering and counter terrorism financing legislation.

21. I agree to receive marketing material relating to the REWARDS 365 Program and Gaming Machine related marketing material as applicable. If a REWARDS 365 member does not wish to receive the above related material they must contact the club and advise the CEO in writing. A member may also opt out of the REWARDS 365 program at anytime by contacting the CEO or HOST VIP Manager in writing. As per clause 19 above, all loyalty points and benefits are forfeited at the time the membership is cancelled by

the member.

#### PLAYER ACCOUNTS

22. The security of money in player accounts is the responsibility of the both the registered club and the account holder. The government and its agencies take no responsibility for any losses that might occur from the account. An account holder is solely responsible for ensuring that the account holder's personal identification number ("PIN") is kept confidential and that no other person has access to the account holder's player card. The account holder is liable for any losses that might arise from, or in connection with, the account holder's failure to comply with such responsibilities.

23. All persons who play gaming machines in this Club, agree that they do so subject to conditions of [Gaming Machine Play] and the following rules, which shall be the terms and conditions for use of [Account Gaming] and [Rewards Scheme]. If you do not agree to these terms and conditions, you must not play the gaming machines or use the [Account Card Gaming] function. The decision of the Club as expressed by its officers and/or employees as to the interpretation of these rules shall be final.

24. The Club, by law, can only issue one play card per person. That person must be over the age of 18. If your card is lost or stolen you must immediately report this to the Club. A replacement card will be issued upon your request once you have completed the necessary declaration required by the Club.

25. The security of money in player accounts is the responsibility of both the Club and the account holder. The government and its agencies take no responsibility for any losses that might occur from the account.

#### PLAYER'S RESPONSIBILITIES

26. The account holder is solely responsible for ensuring that the account holder's personal identification number ("PIN") is kept confidential and that no other person has access to the account holder's player card.

27. The account holder is liable for any losses that may arise from, or in connection with, the account holder's failure to comply with such responsibilities.

28. The Club takes no responsibility for any losses the player incurs as a result of playing gaming machines at the Club whether by coin, cash or player card. The

player acknowledges that certain linked jackpots may be electronically transferred to a winning machine's credit meter.

#### ACCOUNT LIMITS

29. The account holder may at his/her discretion set a weekly account limit by written request to the Club. The request should state the amount that the player wishes to be restricted to each week. If a weekly account limit is set, the player may alter the limit by written request to the Club. If the player wishes to decrease the weekly limit, it will take effect within 24 hours after the request is received. If

the notice is to increase the weekly account limit, the increase will not take effect until 48 hours after the notice is given to the Club.

30. The maximum balance of the account is \$5,000. When the balance exceeds \$5,000 and the player wishes to use their card on another machine, the player must withdraw the amount over \$5,000. Under no circumstances will a cash advance or form of credit be extended to the players, the player's card or account.

31. Interest is not payable on the funds maintained in the account and withdrawals of amounts over [\$5,000] will be paid by cheque. Any interest, which may accrue, is donated to a charity nominated by the Club.

#### PROTECTION OF CARD BALANCES

32. The account holders' money is kept in a separate trust account. The Club is precluded by law from using those funds for any other purpose. The Club is required to ensure that at the end of each Business Day the balance held in the Trust Account is 20% greater than the Unexpired Card Balances at that time. Player information will not be released to any third party except where required by law or with your consent.

#### ACTIVITY STATEMENTS

33. Monthly player activity statements will be provided to all account holders, if the account has been active, free of charge. If a player requires a copy of a previous months' activities a charge may be made.

34. By participating in [Account Card Gaming] and REWARDS 365 Loyalty Program you agree to be bound by the terms and conditions which are contained in this agreement and as may be varied and notified by the Club from time to time by posting on the Club's notice board or other prominent place in the Club. **Insert your venue's procedures**

---

## 14. Gambling incident register

The incidents that must be recorded in a gambling incident register include:

- a) a patron displays behaviour that indicates the patron is experiencing or at risk of gambling harm
- b) a patron, or a person who identifies themselves as a family member of the patron, asks for information about a self-exclusion scheme or some form of intervention for the patron
- c) a breach or attempted breach of a self-exclusion scheme
- d) an offence, alleged offence or incident involving a minor
- e) details of action taken in response to an incident mentioned in paragraph (a)–(d).

Behaviour that indicates someone is at risk of or experiencing gambling harm is at **Attachment E**.

Incidents must be recorded as soon as practicable, but no longer than 24 hours after they happen.

The venue's gambling incident register is located: Digitally at <https://app.cherrycheck.com.au/#/>



Hard copy incident books are in the gaming room bar and reception. OLGR incident books are also located in each service area of the club.

[Gambling incident registers are reviewed weekly and reported on monthly. A quarterly report is prepared for the Board of Directors to review

A gambling incident register must be kept for three years and made available to police and inspectors. South Tweed Sports is subject to the *Privacy Act 1988* (Cth) and related Australian Privacy Principles in the collection and use of information for the incident register.

---

## 15. Compliance with legislation

The venue is subject to the requirements of the *Gaming Machines Act 2001*, the *Gaming Machines Regulation 2019*, the *Liquor Act 2007*, and other legislation that establishes basic harm minimisation and responsible conduct of gambling requirements.

### Inducements

Inducements are incentives that provide benefits to encourage gambling. Your venue must not offer:

- or supply any free or discounted liquor as an incentive to play gaming machines
- free credits through letterbox flyers, shopper docketts
- any other form of incentive to play gaming machines.

### Cash dispensing facilities

- must not provide access to cash from a credit card account
- must not be located in an area where gaming machines are located
- must not be visible from any part of a gaming machine or jackpot prize monitor
- must not be visible from a gaming machine, or entry to the room or area where gaming machines are located
- must be located no less than 5 metres from:
  - For a hotel – an entry to the gaming room if the hotel has a gaming room, and
  - For a hotel – an entry into the room or area where gaming machines are located, and
  - For a registered club – an entry to a room or area where gaming machines are located.

[If your venue has an approval from the Secretary under clause 28(4) of the *Gaming Machines Act 2019*, insert requirements for the location of cash dispensing facilities]

### Signage for cash dispensing facilities

Signage that advertises or gives direction to cash dispensing facilities must not be visible from:

- A gaming machine, and
- the gaming entry, which includes the room or area where gaming machines are located, and the hotel gaming room.

## Gaming machine signage

Signage or advertising for gaming machines must not be:

- Visible from a cash dispensing facility
- Located on, or part of, a cash dispensing facilities, including on a digital display of a cash dispensing facility

A hotel or club must not display, or cause to be displayed, any gambling-related sign outside of in the vicinity or the premises, or inside the premises so that it can be seen from outside the premises. A 'gambling-related sign' is a sign with anything that:

- draws attention to, or can be reasonably taken to draw attention to, the availability of gaming machines in a hotel or club premises, or
- Uses a term or expression frequently associated with gambling, or
- That relates to a gambling franchise or gambling business.

## Gaming machine advertising

By law, hotels and clubs must not publish any gaming machine advertising. This means any advertising that gives publicity to, or promotes participation in gambling activities involving gaming machines.

Publish means to disseminate in any way, including:

- audio: radio
- visual: cinema, video, TV
- written: electronics, internet, promotional.

Advertising that is exempt from the ban includes:

- any advertising that appears in a gaming machine industry trade journal or in a publication for a trade convention involving gaming machines
- any advertising, including signage, that is inside a club or hotel and can't be seen or heard from outside the venue
- the approved name of a club if the name was being used as at 2 April 2002
- promotional material provided by a club to club members that contains gaming machine advertising – if the member has expressly consented to receiving the promotional material and that consent has not been withdrawn.

Promotional material sent by the club must advise the member that:

- their player activity statements are available on request
- they may withdraw their consent, or unsubscribe, to receiving any future promotional material.

It must also include information or advertising that is not gaming machine related.

---

## 16. Staff use of gaming machines prohibited

No staff member is permitted to use gaming machines at the venue during their hours of employment

while on shift, including during breaks.

Staff who participate in any form of gambling outside their hours of employment are subject to the same requirements as other patrons.

Paid staff are not permitted to play the gaming machines at any time regardless of if they are on or off duty. Volunteers are permitted to play gaming machines when they are not on duty]

---

## 17.Procedures for gaming-related customer complaints

All complaints are recorded as an incident and followed up by management

---

## 18.Reporting misconduct

Anyone may make an anonymous complaint to Liquor & Gaming NSW about liquor or gaming law breaches.

Complaints and reports of potential breaches of the law can be made to Liquor & Gaming NSW:

---

*Email:* [contact.us@liquorandgaming.nsw.gov.au](mailto:contact.us@liquorandgaming.nsw.gov.au)

*Phone:* 1300 024 720

*Web:* <https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint>

---

Staff at South Tweed Sports have access to the GPOM which contains all the information needed to make a complaint to Liquor and Gaming NSW

---

## 19.Staff familiarity with GPOM

Staff must be familiar with this GPOM. All staff who work in the gaming room, gaming area, or with gaming machines, must regularly read this GPOM.

Whenever there are changes to the GPOM, staff must read and familiarise themselves with the modified document.

The GPOM must always be available and accessible to all staff.

---

## 20.Review of GPOM

This GPOM must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at South Tweed Sports], legislative changes or emerging risks.

See version control

---

## 21.Contact information for local licensing Police

Derek Hain (07) 5506 9499 Hain1der@police.nsw.gov.au

---

## 22. Any other GPOM content required by ILGA

[Insert]

---

## 21. Attachments

---

### Attachment A – Record of staff review of GPOM

The following staff have reviewed the GPOM and declare that they understand the information contained in the GPOM:

Staff name	Position	Date reviewed	Signature
XXX	XXX	XXX	XXX
XXX	XXX	XXX	XXX

Attachment B – Record of staff competency cards

Staff name	Endorsements	Expiry date of endorsements
XXX	XXX	XXX
XXX	XXX	XXX

## Attachment C – Venue liquor licence

Document attached.

## Attachment D – Premises plan

Must clearly specify:

- gaming room/gaming area
- gaming machines location
- cash dispensing facilities (ATMs, cash redemption terminals and/or cashier desks)
- gambling incident register location (if a physical register is maintained)

## Attachment E – Warning signs of at-risk gambling behaviour and how to act on them

Extracted from the [Advanced Responsible Conduct of Gambling participant workbook](#)

### Appendix 3: Warning signs of at-risk gambling behaviour and how to act on them

GENERAL WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> <li>Starts gambling when the venue is opening, or only stops when the venue is closing</li> </ul> <p>Gambles most days</p> <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> <li>Gambles on more than one machine at once</li> <li>Rushes from one machine to another</li> <li>Significant increase in spending pattern</li> <li>Complains to staff about losing, or blames venue or machines for losing</li> <li>Rituals or superstitious behaviours (rubbing or talking to machine)</li> </ul>	<p><i>Money</i></p> <ul style="list-style-type: none"> <li>Asks to change large notes before gambling</li> </ul>	<p>On their own, these may be early warning signs. A patron showing several of these signs could be at risk of gambling harm.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour.</li> <li>If you notice a patron who is showing two or more of these signs, record what you have noticed and tell your manager.</li> </ul>
PROBABLE WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> <li>Finds it difficult to stop gambling at closing time</li> </ul> <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> <li>Often gambles for long periods (three or more hours) without a proper break</li> <li>Plays very fast</li> <li>Gambles intently without reacting to what's going on around them</li> </ul>	<p><i>Money</i></p> <ul style="list-style-type: none"> <li>Gets cash out more than once through ATM or EFTPOS</li> <li>Avoids cashier, and only uses cash facilities</li> <li>Puts large wins back into the machine</li> <li>EFTPOS repeatedly declined</li> </ul> <p><i>Social behaviours</i></p> <ul style="list-style-type: none"> <li>Becomes angry or stands over others if someone takes their favourite machine/ spot</li> </ul>	<p>A patron showing any of these signs is much more likely to be at risk of gambling harm.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour.</li> <li>Record what you have noticed and tell your manager, who will speak with the patron.</li> <li>If a patron shows <b>two or more</b> of these warning signs, follow the steps for <b>strong</b> warning signs (below).</li> </ul>
STRONG WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> <li>Gambles from opening to closing</li> </ul> <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> <li>Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)</li> </ul>	<p><i>Money</i></p> <ul style="list-style-type: none"> <li>Tries to borrow money from other patrons or staff</li> </ul> <p><i>Social behaviours</i></p> <ul style="list-style-type: none"> <li>Tells staff that gambling is causing them issues</li> <li>Significant decline in personal grooming and/or appearance over several days</li> <li>Friends or family raise concerns</li> <li>Tries to hide their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there)</li> </ul>	<p>A patron showing <b>any</b> of these warning signs is probably at risk of gambling harm.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour</li> <li>Record what you have noticed, and tell your manager, who will speak with the patron, refer them to support and counselling services, offer them the opportunity to self-exclude, or recommend an exclusion order if the patron is at risk of harm or at risk of causing harm to others.</li> </ul>

**Source:** Developed by the Office of Responsible Gambling, based on international and Australian best practice and informed by key research, including Delfabbro, P., Thomas, A. and Armstrong, A.R. (2016), 'Observable indicators and behaviours for the identification of problem gamblers in venue environments', *Journal of Behavioral Addiction*, 0, 1–10. DOI: 10.1556/2006.5.2016.065; and Thomas, A., Delfabbro, P. and Armstrong, A.R. (2014). 'Validation study of in-venue problem gambler indicators', report prepared for Gambling Research Australia