



Nerang RSL & Memorial Club Responsible Gambling Policy

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Introduction

The Nerang RSL & Memorial Club Inc. has developed the Responsible Gambling Policy, in consultation with management, employees and members, to minimise harm associated with problem gambling.

In developing the Policy, the Nerang RSL & Memorial Club Inc. has realistically taken into account:

- local community concerns on potential harm associated with gambling
- role of the club in providing a responsible gambling environment, including duty of care for members and patrons who may have a problem with gambling
- rights and responsibilities of members and patrons who may have a gambling-related problem.

A self-regulatory and voluntary instrument, the Responsible Gambling Policy demonstrates the Nerang RSL & Memorial Club Inc. commitment to minimising harm associated with gambling on its employees, members and patrons and the local community.

Reference documents

The reference documents for the Responsible Gambling Policy are the:

- Gaming Machine Act 1991
- Liquor Act 1992
- Queensland Responsible Gambling Code of Practice

Section 1A of the Amendment of the Gaming Machine Act 1991 states:

The object of this Act is to ensure that, on balance, the State and the community as a whole benefit from gaming machine gambling.

The balance is achieved by allowing gaming machine gambling subject to a system of regulation and control designed to protect players and the community through -

- (a) ensuring the integrity and fairness of games; and
- (b) ensuring the probity of those involved in the conduct of gaming machine gambling; and
- (c) minimising the potential for harm from gaming machine gambling.

There is a correlation between the responsible service of alcohol provisions within the Liquor Act 1992 and responsible gambling. The two relevant objects of the Liquor Act 1992 are: -

- (a) to facilitate and regulate the optimum development of the tourist, liquor and hospitality industries of the State having regard to the welfare, needs and interests of the community and the economic implications of change; and
- (d) to regulate the liquor industry in a way compatible with -
 - (i) minimising harm arising from misuse of liquor; and
 - (ii) the aims of the National Health Policy on Alcohol.

The guiding principle of the Queensland Responsible Gambling Code of Practice states:

The Queensland Responsible Gambling Code of Practice is based on shared commitment by gambling industry providers to the guiding principle of ethical and responsible behaviour. This principle recognises the importance of customers' wellbeing with a focus on minimising the potential harm of gambling, in addition, customers' rights to privacy are respected.

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 board/committee, management, employees, members and patrons and the local community about potential harm associated with gambling.
- create awareness of significant benefits that will arise where employees, members and patrons and the local community assist the club in its endeavours to minimise potential harm associated with gambling.
- ensure compliance with the Gaming Machine Act 1991, Liquor Act 1992 provisions on responsible service of alcohol and the Queensland Responsible Gambling Code of Practice.

What is problem gambling?

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

- the safety and wellbeing of gambling customers and/or their families and friends are placed at risk; and/or
- 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 minimised 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 the Government to achieve outcomes that are socially responsible and responsive to community concerns.

Harm minimisation strategies

The Nerang RSL & Memorial Club Inc. has a responsibility to ensure that the Gaming Machine Act 1991, Liquor Act 1992 and the Queensland Responsible Gambling Code of Practice are strictly adhered to in the provision of gambling products and services. Therefore, Nerang RSL & Memorial Club Inc. will implement the following strategies to minimise the potential harm associated with gambling:

Provision of information

Responsible gambling information

The club will make available responsible gambling information, including the club's Responsible Gambling Mission Statement, Player Information Guide outlining odds/win rates of major prizes, signage on potential harm associated with gambling brochures on where to get help for problem gambling, for information of members and patrons and will alert them on the availability of this information by putting signage at the entrance to gambling areas (or other suitable locations) in the club.

Community liaison

The club will designate a senior officer, the Customer Liaison Officer, to liaise with the community by facilitating discussion and establishing networks between the club and community support agencies on responsible gambling issues.

Customer liaison

The club will designate the Gaming Coordinator to perform the customer liaison role. This role will include facilitating communication between members and patrons and the club on responsible gambling issues, including complaint resolution mechanisms and self-exclusion provisions.

Customer complaints

The club will inform members and patrons about procedures for lodging complaints and will strive to deal with the complaints in a timely manner. Where the outcomes are not to the satisfaction of the complainant, the club will inform the complainant of other avenues of redress, in particular Queensland Office of Gaming Regulation, Liquor Licensing Division, Clubs Queensland and their solicitor.

Training and skills development

The club will ensure that gambling-related service staff receive appropriate information and training, on an ongoing basis, in responsible provision of gambling and gambling products. They will also be provided with appropriate training regarding the Responsible Gambling Policy so they are well informed and better positioned to provide advice and assistance to members and patrons regarding the Responsible Gambling Policy and its goals. Upon request, the club will assist management and employees who may have a problem with gambling as outlined in the club's Responsible Gambling Employee Support Policy.

Exclusion provisions

Self-exclusion

The club will implement self-exclusion provisions as an option to assist members and patrons who think they may have a problem with gambling to control their gambling habits and will make them, aware of the existence of self-exclusion provisions by putting signage at the entrance to gambling areas (or other suitable locations) in the club. The club will provide a list of local community support agencies to members or patrons who request self-exclusion from the club and, also encourage them to exclude themselves from other gambling venues in the area. The club will undertake regular reviews of self-exclusion provisions to assess their effectiveness.

Exclusion requested by third party

The club will suggest to any third party approach (for example family members or professional/welfare groups) that self-exclusion documents and procedures are available, provide a copy of the Offer of Self-exclusion and Deed of Self-exclusion to the third party and encourage the third party to discuss the options with the person believed to have a problem with gambling.

Physical Environment

Minors

The club will prohibit all persons under the age of 18 from gambling or being present in areas where adults are gambling and will alert members and patrons on these prohibitions by putting signage at the entrance to gambling areas (or other suitable locations) in the club.

Gaming machines

The club will maintain gaming machines in premium condition for members and patrons' enjoyment and will clearly mark unplayable machines.

Service of alcohol

The club will not use free or discounted alcoholic drinks or happy hours to promote gambling. Members and patrons who are intoxicated are not permitted to continue gambling.

Gambling environment

The club will ensure a pleasant gambling environment for members and patrons. The club will place a clock within designated gambling areas to make members and patrons aware of the passage of time.

Breaks in play

The club will encourage breaks in play by making members and patrons aware of other alternative forms of entertainment available at the club and where possible providing self-service coffee and tea facilities away from gambling areas. The club will not encourage extended, intensive and repetitive play.

Gratuities

Staff working in gambling areas are not to encourage gambling members and patrons to give them gratuities.

Staff

The club will ensure that gambling-related service staff wear identification badges when on duty. Staff shall not play or permit any other person to play gaming machines on their behalf on the premises.

Player privacy

The club will ensure all activities relating to gambling by members and patrons shall remain confidential shall not be discussed with other members and patrons and members of the community.

Financial Transactions Policy

The club will not locate ATMs in designated gambling 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. The club will cash the following cheques only by prior arrangement:

- cheques not made payable to the venue
- cheques not made payable to the person presenting the cheque
- multiple cheques

A maximum cash limit for payouts applies and reflects the agreed maximum amount approved by the Queensland Office of Gaming

Regulation and Jupiters Gaming for keno for the club. If the winning amount 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 cheque for winnings will not be cashed by the club until the next trading day.

Advertising and Promotion Code of Practice

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;
- does not involve any irresponsible trading practices by the gambling provider;
- does not depict or promote the consumption of alcohol while engaged in the activity of gambling; and
- has the consent of the person prior to publishing or causing to be published anything which identifies a person who has won a prize.

Policy implementation

The Nerang RSL & Memorial Club Inc. commenced the implementation of the Responsible Gambling Policy on 20th November 2002 and will have all measures in place within 3 months of this date.

Policy review

The club will review the Responsible Gambling Policy and make assessments of the club gambling environment on a regular basis,

The club will make such changes as are reasonably necessary to comply with this Policy and an ongoing responsible gambling environment for the club.

Contact details

If you require further information on responsible gambling or any clarification on the Responsible Gambling Policy, please contact Mr. Shane Stevens on 5578 1222 or shanes@nerangrsl.com