



# **Gaming Plan of Management**

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Club on East LIQC 300230570

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## INTRODUCTION

The Club on East Board of Directors and Management are committed to providing a responsible and safe environment for all patrons and members regarding gambling activities. We recognise our responsibility to prioritise the well-being of all individuals involved in our operations.

This Responsible Gambling policy outlines the initiatives undertaken by all Club on East staff to uphold responsible leadership within our community. Our club is dedicated to adhering to the Club's NSW Gambling Code of Practice, emphasising harm minimisation and mitigating the impact of gambling-related products on individuals and the broader community.

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### 1. Venue Details

Street address	7 East Parade Sutherland
Licensee / Club Secretary	Scott Lindsay
Approved manager / Club manager	Scott Lindsay
Number of GMEs	99
Number of gaming machines operated	85
Statistical Area 2 (SA2)	Sutherland / Kirrawee

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### 2. Venue licensed hours and shutdown period

#### Venue licensed hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open	All Day	All Day	All Day	All Day	All Day	All Day	All Day
Close	All Night	All Night	All Night	All Night	All Night	All Night	All Night

#### Venue gaming machine shutdown hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	P/Hol
From	4:00 am	4:00 am	4:00 am	4:00 am	4:00 am	4:00 am	4:00 am	4:00 am
Until	10:00 am	10:00 am	10:00 am	10:00 am	10:00 am	10:00 am	10:00 am	10:00 am

### 3. Gaming-related licence conditions

NONE

### 4. Measures to address gambling harm

The club has determined to work towards going above and beyond the current legislative requirements set out above.

Going above and beyond in this way demonstrates the Club's commitment to the responsible conduct of gaming.

The Club will work towards achieving the following measures at Club on East:

Going Above and Beyond			
No.	Obligations & Goals		Club
1.	Start with a Plan.	Develop a Gaming Plan of Management that identifies your responsible conduct of gambling (RCG) obligations and goals and describes how you are meeting them. (Foundational)	The Club has adopted this Gaming Plan of Management. This represents the Club's commitment to the responsible conduct of gaming at Club on East.
2.	Provide staff with additional training and resources	Regular in-house training and refreshers on your policies and procedures. (Foundational)	The Club will provide and obtain staff sign-off on its policies and procedures at least every two years.
		Training or resources on the signs of risky and problematic gambling behaviour. (Intermediate)	The Club will provide relevant staff with an additional online training program.
3.	Support staff to identify and assist patrons who need help	Supervisors should be present in the gaming room(s). (Foundational)	The Club's Responsible Gambling Officer on duty will have a strong presence in the gaming room(s).
		Provide feedback on the action taken by managers when the issue is reported. (Intermediate)	The Club will review the Gaming Incident Register each month and provide feedback to staff members who have recorded issues.
4.	Create a strong culture of gambling harm minimisation.	Make it clear to staff that patron welfare is of the utmost importance (Foundational)	The Club will make it clear to staff in relevant staff training that patron welfare is of the utmost importance.
		Maintain a Gambling Incident Register to record RCG-related incidents and the actions taken to address them. (Intermediate)	Section 12 of this Gaming Plan of Management outlines how the Club will maintain the gambling incident register.

Going Above and Beyond			
No.	Obligations & Goals		Club
		<p>Appoint a dedicated staff member (e.g., a responsible gambling manager or gambling contact officer) to provide specialist support to staff and patrons.</p> <p>(Advance)</p>	See Section 5 of this Gaming Plan of Management, which sets out how the Club will have a Responsible Gambling Officer.
6.	Make sure self-exclusion is understood, available and enforced.	<p>Initiate self-exclusion when requested, regardless of the day or time</p> <p>(Foundational)</p>	The Club will initiate self-exclusion when requested, regardless of the day or time (subject to Club opening hours).
		<p>Have strong systems for staff to familiarise themselves with photos of self-excluded people.</p> <p>(Foundational)</p>	The Club has such photos available, and the Responsible Gambling Officer will inspect them regularly.
		<p>Proactively talk to patrons about self-exclusion during welfare checks</p> <p>(Intermediate)</p>	During welfare checks, the Responsible Gambling Officer will mention that the Club offers a self-exclusion program when appropriate.
		<p>Consider technology solutions to prevent breaches, such as facial recognition technology through your CCTV or through your sign-in systems.</p> <p>(Advanced)</p>	Club sign in systems will be utilised to record multi-venue self-excluded patrons and Club patrons who self-exclude and if those persons swipe or insert their details on entry they will be detected by the Club. Club is using Facial recognition technology to assist in identifying Club Patrons who have self excluded from using gaming areas.
7.	Promote responsible gambling	<p>Include responsible gambling messages on your website, and in newsletters and loyalty program marketing.</p> <p>(Foundational)</p>	The Club will include responsible gambling messages in its TV and Radio Advertising and Newsletters to Members.

## Employee Training

All employees will be trained in the procedures stated in the Responsible Gambling Policy prior to commencing their employment. Ongoing training on harm minimisation practices stated in the Club's policy will be provided at team meetings on a regular and ongoing basis.

Employees will be trained and provided with the necessary resources to help identify signs of at-risk and problematic gambling behaviour by patrons utilising the gaming room. Employees will also be provided with training on communication skills to assist in approaching patrons identified as exhibiting at-risk tendencies as part of the welfare checks to be conducted at the Club.

The Club requires employees to be proactive about signs of problem gambling. If unsure of signs being exhibited by a patron, the Responsible Gambling Officer or a member of the Club's management team should be approached to discuss how to attend to these requirements.

At regular team meetings, employees will be notified of any updates to the Responsible Gambling Policy or practices.

All employees will complete the following training.

- Responsible Service of Alcohol
- Responsible Conduct of Gambling

All management employees will complete the following additional training.

- Advanced Responsible Conduct of Gambling

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## 5. Responsible Gambling Officers

The Club shall ensure that one Responsible Gambling Officer (Gambling Contact Officer), a dedicated staff member with a current Advanced RCG certificate, is on duty and monitoring the venue's gaming machines whenever they are operating.

The Responsible Gambling Officer (Gambling Contact Officer)'s primary duties are to:

- Maintain the gambling incident register.
- Make reasonable efforts to identify gaming machine players who display or engage in problematic gambling behaviour.
- If any gaming machine player displays or engages in multiple problematic gambling behaviours as outlined in the Authority's Guideline, during a single trading day, then the Responsible Gambling Officer/Gambling Contact Officer must (at least once during that trading day):
  - Request that the player take a break from gaming machine play until the close of trade on that day or night (noting that a player who complies with a request to take a break may remain on the premises and consume other goods and services);
  - Provide information about the self-exclusion scheme offered at the premises (being the scheme available pursuant to s. 49 of the Gaming Machines Act 2001) and ask whether the player wishes to participate in that scheme.
  - Provide information about and access to problem gambling counselling.

There will be no breach of this clause 5 by:

- A Responsible Gambling Officer (Gambling Contact Officer) undertaking minor additional gaming duties, so long as such duties do not detract from the Officer's primary duties or
- The temporary absence of the Officer from the gaming machine areas, where such absence occurs in the ordinary course of their primary duties (for example, to engage with a gaming machine player in a private space) or is by way of a routine break from work (such as a meal break or bathroom break).

At all times, the Duty Manager or other senior manager responsible for gaming machine operations will assist the Responsible Gambling Officer (Gambling Contact Officer) in carrying out the duties described in clause 5.

The Responsible Gaming Officer's 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 club
6. To record, in the 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
8. To promote harm minimisation measures within the club.

The responsibilities of manager/s on duty are to:

1. Take reasonable steps to ensure responsible gambling officers for the hotel or registered club carry out the duties of a responsible gambling officer
2. Ensure work health and safety procedures and policies are followed to support responsible gambling officers in exercising their duties as responsible gambling officers
3. Ensure responsible gambling officers have had an opportunity to raise issues with the club manager about the role and its responsibilities
4. Ensure the issues raised by responsible gambling officers in relation to paragraph 3 are addressed
5. 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
6. Inform responsible gambling officers about the duties of a responsible gambling officer
7. Inform responsible gambling officers of patrons reasonably suspected to be at risk of or experiencing gambling harm
8. 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:

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*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>*





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## 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?"</i> (4 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p> <p>Located on walls in both inside and outdoor gaming</p>
MANDATORY: Sign 6G – Gambling Counselling	
	<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>Located on the walls of both inside and outdoor gaming</p>
MANDATORY: Sign 3G – Chances of winning sign	
	<p><i>"A million to one"</i></p> <p>This sign must be prominently displayed in each gaming area:</p> <p>Located on the wall upon entry to indoor and outdoor gaming areas</p>
MANDATORY: Brochure 1 – Info about the odds – Betting on gaming machines	
	<p>These brochures are prominently displayed and available in each area with gaming machines.</p> <p>Translated versions are supplied to patrons from non-English speaking backgrounds upon request.</p> <p>Brochures are located in holders on the walls in each area.</p>



<b>MANDATORY: Contact card 2G – Self-exclusion contact card</b>	
 <p>The image shows the front and reverse of a self-exclusion contact card. The front is blue with white text: 'Help is close at hand. To find out what support is available for you, visit gambleaware.nsw.gov.au or call 1800 858 858.' The reverse is also blue with white text: 'Need a break from gambling? 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>Attached at the end of each bank of machines.</p>
<b>MANDATORY: Sticker 4G – Gambling counselling sticker</b>	
 <p>The image shows a horizontal sticker with a blue background and white text: 'Help is close at hand GAMBLEAWARE gambleaware.nsw.gov.au 1800 858 858'. It also features the NSW logo.</p>	<p>These stickers are prominently displayed on each gaming machine.</p>
<b>MANDATORY: Problem gambling message</b>	
 <p>The image shows a rectangular message box with a white background and black text: 'Help is close at hand GambleAware gambleaware.nsw.gov.au 1800 858 858'.</p>	<p>This message is prominently displayed on or near all ATMs and cash-back terminals. Located on ATMs and CRTs</p> <p>The message is also included on any player activity statements, all betting tickets, and all gaming machine tickets (TITO tickets).</p>
<b>MANDATORY: Sign 2L – No Under 18s</b>	
 <p>The image shows a vertical sign with a red top half and a dark blue bottom half. The top half features a white circle with a red diagonal line and the text 'UNDER 18'. The bottom half has white text: 'No one under 18 is allowed in this area. It's against the law.' The NSW logo is at the bottom right.</p>	<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>Located upon entries to the gaming room.</p>

Signage and information for patrons from non-English speaking backgrounds

Club on East 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

The external party, Lighthouse Safety and Compliance, undertakes checks at least every three months, and the Responsible Gaming Officers conduct internal checks monthly to ensure that all gambling compliance signage is up to date and maintained.

All advertising and gaming-related promotions undertaken by the Club comply with the Liquor & Gaming NSW guidelines.

Patrons may access their player activity statements by requesting them from the Responsible Gambling Officer on duty at the Club.

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## 7. Information regarding player assistance

The Club SAFE Multi-Venue Self-Exclusion (MVSE) Program is an online system designed to enable people with a gambling problem to self-exclude from our venue as well as multiple venues around where they live, work, and socialise. The Club will initiate self-exclusion when requested by a patron at any time during its trading hours. Immediate family members are able to express their concerns, and self-exclusion can be implemented via a third-party option.

A patron can self-exclude by speaking to the Manager on duty or the Responsible Gambling Officer at the Club or by contacting a gambling help counsellor.

The patron can choose to self-exclude from the entire venue, where they will be unable to enter for any purpose or a partial self-exclusion. A partial self-exclusion allows the patron to choose to self-exclude from the gaming room, TAB & Keno, or all gambling activities. However, they are still able to use the club for food, beverages, and social activities.

The minimum period for self-exclusion is six months. Once a patron agrees to stay away from the club for a specific time, our Club has processes in place to help them honour that commitment. The Management Team has access to a regularly updated list of self-excluded persons from the venue, including name, date of birth, and photo. This is also shared with appropriately trained gaming room employees. They will also be flagged within the membership database and visitor management software.

If a patron breaches their self-exclusion, it is reported to management, where they will contact the appropriate contacts.

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## 8. 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 well-being, relationships, education and employment, and social and psychological well-being.

Staff undertake training to identify indicators of patron problem gambling, 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

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

Staff will perform a player welfare check in the following circumstances.

- Where staff observe a player displaying strong indicators of problem gambling or
- A family member raises concerns about a player's gambling or
- A player reaches any voluntary pre-commitment limit set, or staff observe a player gambling for three (3) or more hours continuously.

When performing a welfare check, a Duty Manager or the Responsible Gambling Officer will enquire about the player's welfare; Example, "How's your night? Can I get you anything?" and if the player reports any level of distress or hardship, the staff member will: -

- Offer counselling or self-exclusion (i.e.. Responsible Gambling Brochures, Gamble AWARE contact cards)
- Ask the player to take a break from gambling for a period of 24 hours or more and
- Make a record of the interaction in the club's gambling incident register (record of conversation).

## 9. Preventing minors from using gaming machines

The Club is a licensed venue, and any person under the age of 18 is not permitted to enter the Club's Gaming Room and is only permitted into the Club under the supervision of a responsible adult or guardian. Signage is prominently displayed at the Club entry and entrance to the Gaming Room.

Gambling by minors and knowingly allowing a minor to enter the gaming room are prohibited. Failure to adhere to this will result in both the minor and the responsible adult or guardian being asked to leave the premises immediately, and potential bans will be imposed.

All areas of the gaming room are monitored by CCTV footage and are always overseen by employees during operating hours.

Where any employee has concerns regarding a patron's age, in the Gaming Room or elsewhere in the Club, that employee shall request the person produce an approved form of identification issued by Service NSW to establish they are of or above the age of 18.

The approved and acceptable forms of identification are:

- A current Drivers Licence or permit that has been issued by an Australian State or Territory or any foreign country
- A NSW Digital Drivers Licence
- A passport issued by Australia or other foreign country
- NSW Photo Card
- Proof of age card issued by a public authority of the Commonwealth or of another State or Territory to attest to a person's identity and age

Where a patron is unable to supply identification, that person will be requested to leave the premises immediately.

If requested to leave the premises, an entry will be made in the Club's incident register, and further action may be taken.

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## 10. Payment of prizes and cashing cheques

The club will award or pay a prize won on a gaming machine to a player entitled to the prize per the *Gaming Machines Regulation 2019*.

All prizes will be paid as money.

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

- (1) Crossed cheque made payable to the prize winner - clearly marked with the words: Prize-winning cheque – cashing rules apply.
- (2) Electronic Funds Transfer (EFT) to a nominated account - if those means are available – but no sooner than 24 hours after winning the prize.

If the total prize money is more than \$5,000 and the prize-winner requests that the entire amount, not just the amount over \$5,000, be paid by crossed cheque or EFT, the club will do so.

If the prize is being paid through electronic transfer, the account must be with a financial institution, such as a bank and be in the name of the person claiming the prize.

The club does not allow cashing for cheques.

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## 11. Information on player reward schemes

The club offers a member's reward program, which allows members to accrue reward points every time they spend money in the venue or insert their member card into the gaming machines.

These points can be redeemed within the venue to purchase goods and services.

### ***Player Activity Statements***

The club is legally required to present any member with their personal Player Activity Statement free of charge where requested. The player statement shows in a chosen timeframe the player's total amount of turnover, total wins and net expenditures, the total points earned and redeemed through the club's rewards program, the entire length of time the player's card was inserted into the machine and gambling help information.

The club will keep a record or copy of any player activity statement made available to a patron.

Player activity statement information will only be disclosed to:

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

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## 12. Gambling incident register

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

The Club's gambling incident register is located at the Manager's Office. (located near gaming room)

The Club will keep and maintain a Gambling Incident Register.

The gambling incident register will record:

- a. Any incident in which a patron of the venue displays or engages in problematic gambling behaviour of the kind specified in the 'Signs of risky and problem gambling behaviour: Know the signs and how to act' factsheet published on the L&GNSW website as amended from time to time
- b. Brief description (or identity, if known) of any gaming machine player identified as displaying or engaging in that behaviour and the time, location, and machine number(s) if known or applicable.
- c. any proposed or implemented self or third-party exclusions of gaming machine players (specifying the player's name (where provided or known), membership number (if applicable) and duration of any exclusion) and the patron's response to the same; and
- d. Any breach or attempted breach of a self or third-party exclusion observed by the Club.
- e. Our Club will participate in initiatives to assist patrons with self-facilitated requests to be included on the multi-venue self-exclusion register.

The gambling incident register must also record details of the action taken in response to the incidents, applications and other matters recorded in the register.

The club review the gambling incident register at least monthly. They must consider whether an exclusion order is appropriate for anyone who has been asked to self-exclude but has declined to do so.

The Club will retain the information recorded in a gambling incident register for at least three years from the date the record was made.

The gambling incident register shall be made available to the NSW Police or Liquor & Gaming NSW upon request and is subject to the Privacy Act 1988 (Cth) and related Australian Privacy Principles in collecting and using information for the incident register.

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## 13. 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.

The Club's license to operate gaming machines is provided within an overall legislative framework.

The applicable legislative framework is primarily the Gaming Machines Act 2001 (NSW) and the associated Gaming Machine Regulation 2019 (NSW)

This legislative framework includes numerous measures that work towards ensuring the responsible conduct of gaming in NSW.

Such legislative and regulatory measures are included in the table below. Each item has its own legislative consequence for non-compliance.

<b>No.</b>	<b>Legislation or Regulation Reference</b>	<b>Responsible Conduct of Gaming Measure</b>
1	Gaming Machines Act 2001 – Section 10	Overall State Cap on Gaming Machine Entitlements
2	Gaming Machines Act 2001 – Section 11	Limit the number of gaming machines in hotels
3	Gaming Machines Act 2001 – Section 14	Restrictions on the number of gaming machine entitlements and permits held
4	Gaming Machines Act 2001 – Section 20(3)	Gaming Machine Entitlement Forfeiture on Transfer
5	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures -Division 1.	Gaming machine threshold scheme
6	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures -Division 2.	Mandatory Shutdown of Gaming Machines
7	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 43.	Prohibition on publishing gaming machine advertising
8	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 44.	Prohibition on displaying gambling-related signs
9	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 45.	Regulation of promotional prizes and player reward schemes
10	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 45A.	Disclosure of information in player activity statements
11	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 45B.	Disclosure of information in relation to players
12	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 46.	Provision of problem gambling counselling services
13	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 47.	Responsible conduct in relation to gaming machines
14	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 47A.	Prohibition on accepting transfer of prize- winning cheques
15	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 47B.	Requirements relating to prize winning cheques
16	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 47C.	Prohibition on certain cash dispensing facilities
17	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 48.	Industry codes of practice
18	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 49.	Self-exclusion of patrons from hotels and clubs
19	Gaming Machine Regulation 2019 – Part 2 (excl 17 funds transfer transparency requirement to be added)	Regulation and Management of Gaming Machines – General Provisions

<b>No.</b>	<b>Legislation or Regulation Reference</b>	<b>Responsible Conduct of Gaming Measure</b>
20	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 3.	Gaming Machine Threshold Scheme
21	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 41	Gaming machine advertising and signs—exclusions
22	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 42	Provision of player activity statements under player reward schemes
23	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 43	Requirement to keep record or copy of player activity statement
24	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 44	Provision of problem gambling counselling services
25	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 45	Self-exclusion schemes
26	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 46	Provision of gambling contact cards
27	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 47	Offering of inducements to gamble
28	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 48	Notices relating to gaming machine areas in clubs
29	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 50	Publicity for prize winners
30	Gaming Machine Regulation 2019 – Part 6 Player Cards and accounts	Player Cards and Accounts

## **Inducements**

The Club on East does not offer any Inducements to encourage gambling. We do not offer or supply any free or discounted liquor as an incentive to play gaming machines, free credits through letterbox flyers, shopper dockets or any other form of incentive to play gaming machines.

## **Automatic Teller Machines ATMs**

Will not provide access to cash from a credit card account

Will not be located in an area where gaming machines are located

Will not be visible from any part of a gaming machine or jackpot prize monitor

Will not be visible from a gaming machine or entry to the room or area where gaming machines are located

It will be no less than 5 metres from a room or area where gaming machines are located.

## **Signage for ATMs**

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

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

Gaming machine signage

Signage or advertising for gaming machines will not be:

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

The club will not display any gambling-related sign outside of in the vicinity of the premises or inside the premises so that it can be seen from outside the premises.

## **Gaming machine advertising**

By law, the club will not publish gaming machine advertising. This means any advertising that gives publicity to or promotes participation in gambling activities involving gaming machines.

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## **14. Staff use of gaming machines is prohibited**

As a matter of policy, Club on East prohibits employees from gambling.

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

Violation of this policy can result in disciplinary action, up to and including termination of employment.

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## **15. Procedures for gaming-related customer complaints**

All employees are to ensure that any/all complaints received regarding concerns surrounding the operation of any form of gambling at the Club are recorded in the Gambling Incident Register upon receipt of the complaint.

All details below are required from the person making a complaint:

- Time and date of complaint
- Name
- Address
- Contact number
- Full details of the complaint and the remedies the person requests
- The details of the employee accepting the complaint

All complaints must be brought to the attention of the Responsible Gambling Officer or the manager on duty at the time of the complaint. Management will then investigate complaints in a timely manner.



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## 16. Reporting misconduct

Anyone may complain anonymously to Liquor & Gaming NSW about breaches of liquor or gaming law.

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

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*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>

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## 17. 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.

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## 18. Review of GPOM

This GPOM must be reviewed at least annually and periodically when modifications are required to reflect Club on East legislative changes or emerging risks.

See version control

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## 19. Contact information for local licensing Police

Licensing Sargent: Casey Beldon

Sutherland Shire Police Area Command

Cronulla Police Station 34 Kingsway, Cronulla NSW 2230

Ph: 02 9527 8154

Mobile: 0400 336 834



## Independent Liquor & Gaming Authority

*A statutory board established under the Gaming and Liquor Administration Act 2007*

contact.us@liquorandgaming.nsw.gov.au  
www.liquorandgaming.nsw.gov.au

### **Key liquor licence details recorded as at 7 February 2024**

**Licence number:** LIQC300230570  
**Licence name:** Club on East  
**Licence type:** Liquor - club licence  
**Licence sub-type:** N/A  
**Licence status:** Current  
**Duration:** Unlimited duration  
**Licence start date:** 09/09/1957  
**Licence expiry date:**

#### **Licensee**

**Organisation name:** SUTHERLAND UNITED SERVICES CLUB LTD  
**ABN:** 79 001 028 771 **ACN:**  
**Phone - daytime:** 02 9521 4700 **Fax number:** 02 9545 1412  
**Email address:**  
**Website:** www.cluboneast.com.au  
**Business address:** 7 East Pde SUTHERLAND NSW 2232  
**Postal address:** 7 East Pde SUTHERLAND NSW 2232  
**Start date:** 09/09/1957

#### **Secretary**

**Title:** Mr  
**Surname:** Lindsay  
**Given name:** Scott  
**Middle name:** Anthony  
**Start date:** 31/07/2019

#### **Manager**

**Title:** Mr  
**Surname:** Lindsay  
**Given name:** Scott  
**Middle name:** Anthony  
**Start date:** 31/07/2019

**Contact Person**

**Title:** Mr  
**Surname:** Lindsay  
**Given name:** Scott  
**Middle name:** Anthony  
**Phone - daytime:** 0438 739 221  
**Mobile:** 0438 739 221 **Fax number:**  
**Email address:** scott@cluboneast.com.au  
**Start date:** 31/07/2019

**Premises**

**Address:** 7 East Pde SUTHERLAND NSW 2232  
**Phone number:** 02 9521 4700 **Fax number:** 02 9545 1412  
**Email address:**  
**Website:**  
**LGA:** Sutherland Shire  
**SA2:** Sutherland - Kirrawee  
**Start date:** 09/09/1957

**Authorisations**

**Name:** Non-restricted area authorisation **Start date:** 20/11/2020  
**Name:** Club functions authorisation **Start date:** 01/07/2008

**Trading Hours****Consumption on premises**

Unrestricted on premises hours Start date: 1/7/2008

**Take away sales**

Monday to Saturday 05:00 AM - 12:00 midnight  
 Sunday 10:00 AM - 10:00 PM  
 Good Friday Not permitted  
 December 24th Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on a Sunday  
 Christmas Day Not permitted  
 December 31st Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on a Sunday

**Conditions**

Licence conditions imposed by the Liquor Act and Regulation apply. To view a copy of these conditions, go to [www.liquorandgaming.nsw.gov.au](http://www.liquorandgaming.nsw.gov.au).

Additional licence conditions.

<b>Condition type:</b>	Condition	<b>Condition source:</b>	Authority
<b>Applies to:</b>	Club functions authorisation		
<b>Reference:</b>	220		
<b>Condition:</b>	<p>The registered club is to ensure that not less than one (1) supervisor for each one hundred (100) minors or part thereof, such supervisors being persons not less than twenty one (21) years of age, are engaged or assigned by the registered club for the purpose of supervising the conduct of minors whilst they are attending the function.</p> <p>At least thirty (30) minutes before the commencement of the function and for not less than thirty (30) minutes after the conclusion of the function the persons required to be engaged or assigned pursuant to the above condition must patrol the exterior environs of the licensed premises to ensure the safe conduct of persons attending the function and that such persons do not disturb the quiet and good order of the neighbourhood.</p>		
<b>Start date:</b>	01/07/2008		

<b>Condition type:</b>	<b>Condition source:</b>
<b>Applies to:</b>	Non-restricted area authorisation
<b>Reference:</b>	3010
<b>Condition:</b>	The whole of the licensed area excluding gaming areas.
<b>Start date:</b>	30/01/2023

**Premises owner**

<b>Organisation name:</b>	SUTHERLAND UNITED SERVICES CLUB LTD		
<b>ABN:</b>	79 001 028 771	<b>ACN:</b>	
<b>Phone - daytime:</b>	02 9521 4700	<b>Fax number:</b>	02 9545 1412
<b>Email address:</b>			
<b>Website:</b>	www.cluboneast.com.au		
<b>Business address:</b>	7 East Pde SUTHERLAND NSW 2232		
<b>Postal address:</b>	7 East Pde SUTHERLAND NSW 2232		
<b>Start date:</b>	01/07/2008		

**Gaming machine details**

Area cap applies to Sutherland - Kirrawee

<b>LGA classification:</b>	Metropolitan
<b>SA2 band:</b>	1
<b>Gaming machine entitlements (GME):</b>	99
<b>Gaming machine entitlements leased out:</b>	0
<b>Gaming machine entitlements leased in:</b>	0
<b>Poker machine permits (PMP):</b>	0
<b>Unfulfilled quotas:</b>	0

<b>Gaming machine threshold:</b>	99
<b>Maximum gaming machine authorisations allowed:</b>	99
<b>Net GME (Gaming machine entitlements held on premises):</b>	99
<i>(Note: Net GME = GME – GME Leased Out)</i>	

There are no current quotas for this licence

**Gaming machine shutdown hours**

Day	Start Time	End Time
Monday	04:00 AM	- 10:00 AM
Tuesday	04:00 AM	- 10:00 AM
Wednesday	04:00 AM	- 10:00 AM
Thursday	04:00 AM	- 10:00 AM
Friday	04:00 AM	- 10:00 AM
Saturday	04:00 AM	- 10:00 AM
Sunday	04:00 AM	- 10:00 AM
Public holiday	04:00 AM	- 10:00 AM

This licence is subject to a risk-based fee, payable annually. If the fee is not paid on time, the licence will be suspended or cancelled. Visit <https://www.onegov.nsw.gov.au/licencecheck> to find out the status of the licence.

## Attachment D – 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



## GAMING SELF-EXCLUSION AGREEMENT

Name and address of Venue to be excluded from:

Venue Name	Venue Address

Name and address of other Venues to be excluded from\* (optional):

Venue Name	Venue Address

\* - these venues may not recognise this self-exclusion Agreement, or other multi-venue exclusions, because they have their own separate self-exclusion scheme service provider.

By signing this Agreement, I, \_\_\_\_\_  
(Print name)

1. Agree that I will not play gaming machines at the above Venue(s) for a minimum period of 6 months from the day I sign this Agreement; and
2. I wish to be excluded from the following part(s) of the above Venue(s) for a minimum period of 6 months from the day I sign this Agreement **[mark one square as appropriate]**:  
Any area where gaming machines are located; OR  
Any area where gaming machines, or any other gambling facilities, are located; OR  
The whole Venue.

**Note: You may choose to be excluded from the entire venue. The Venue cannot make you exclude yourself from the entire venue.**

3. I do / do not (delete as appropriate) want to receive club promotional material that refers to gaming machines. *[Note: Hotels cannot distribute material in relation to gaming machines]*
4. I agree to having my photo taken and stored.
5. I agree to having the following personal information collected and stored (either electronically or otherwise) for the purpose of assisting the Venue(s) to identify me:
  - my name, gender, place of residence (suburb, postcode, State), telephone contact, date of birth, and photo.
  - this information will be stored until my self-exclusion ends, will be kept securely and will only be used by the venue to assist me to comply with my self-exclusion. This information will be destroyed when this Agreement has ended.
6. I agree to the Venue forwarding the above personal information to the Venues nominated above.
7. I agree / disagree (delete as appropriate) to the Venue forwarding the above personal information to a problem gambling counsellor who will contact me by phone to discuss how I can manage my gambling

problem and to assist me in complying with my self-exclusion (DELETE if you have no phone contact or DO NOT WANT TO BE CONTACTED FOR FOLLOW-UP SUPPORT).

**NOTE: RESEARCH HAS SHOWN THAT YOU WILL BE BETTER ABLE TO MANAGE YOUR GAMBLING WITH TREATMENT FROM A GAMBLING COUNSELLOR.**

8. I acknowledge that I have been provided with written information about gambling, counselling or treatment services by the Venue's staff.

THIS IS NOT A LEGAL DOCUMENT. You may seek legal advice before making this Agreement, but you do not have to. The Venue(s) you have excluded yourself from will use all reasonable means to enforce your exclusion but the ONUS IS ON YOU TO COMPLY WITH YOUR SELF-EXCLUSION.

The Gaming Machines Act may limit the Venue's(s') legal liability for the operation of a self-exclusion scheme.

The Gaming Machines Act allows the Venue(s) to use force that is reasonable in the circumstances to prevent you from entering or remaining in the area(s) you have asked to be excluded from (which may include the entire Venue(s)).

I HAVE READ THIS AGREEMENT AND THE INFORMATION ON ENDING SELF-EXCLUSION. I AGREE TO COMPLY WITH ALL CONDITIONS AND CONSENT TO THE USE OF MY PERSONAL INFORMATION AS INDICATED ABOVE.

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Participant's signature: \_\_\_\_\_

Print name: \_\_\_\_\_

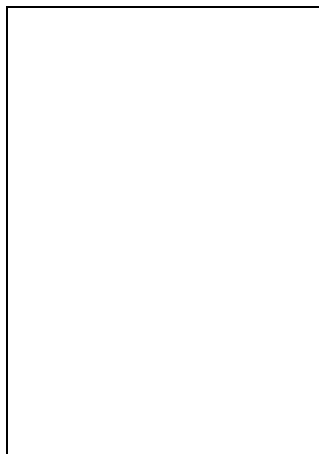
Address: \_\_\_\_\_

Signature of authorised representative of Venue: \_\_\_\_\_

Print name: \_\_\_\_\_ Position: \_\_\_\_\_

Name of Venue: \_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_



Place photo here



## ENDING YOUR SELF-EXCLUSION

You cannot end your self-exclusion for at least 6 months.

After your self-exclusion has ended, all personal information that can be used to identify you will be deleted/destroyed.

I want this self-exclusion Agreement to end:

Automatically at the end of the minimum 6-month period; OR

Automatically after \_\_\_\_\_ months **[enter number of months – no more than 36 months (i.e. 3 years)]**; OR

When I complete an “End of Self-Exclusion Form” (Attachment A) at the end of the minimum 6-month exclusion period, but no longer than 3 years from the day I sign this Agreement.

## CONTACT DETAILS OF COUNSELLING SERVICE USED BY VENUE (to be added by venue)

Service Name: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

## END OF SELF-EXCLUSION FORM

I, \_\_\_\_\_ signed a Self-Exclusion Agreement at  
(Print name)

\_\_\_\_\_ on \_\_\_\_/\_\_\_\_/\_\_\_\_\_.  
(Name of venue) (Date)

I want to end my self-exclusion from \_\_\_\_/\_\_\_\_/\_\_\_\_\_.  
(Date)

Participant to sign: \_\_\_\_\_

Address: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of authorised representative of Venue: \_\_\_\_\_

Print name: \_\_\_\_\_ Position: \_\_\_\_\_

Name of Venue: \_\_\_\_\_

### NOTE:

Participants are advised to consult a gambling counsellor before ending their Self-Exclusion Agreement, to get advice on whether or not it is appropriate to end the Agreement.

This "End of Self-Exclusion Form" cannot take effect within 6 months of the commencement of the Self-Exclusion Agreement to which it relates.

The Venue undertakes to send the details of this "End of Self-Exclusion Form" to the other Venue(s) covered by the Self-Exclusion Agreement signed by the participant.

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## Attachment F – Premises plan

Must clearly specify:

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

 CRT

 ATM

 Gaming Incident Register

● CRT

● ATM

● Gaming Register

