



## **Responsible Gambling Policy**

Chatswood RSL Club (the Club) is committed to providing gaming and wagering services in a responsible manner through the creation of a responsible gambling environment for its patrons and employees.

The Responsible Gambling Policy is to provide gambling services to patrons in a responsible, friendly and professional manner.

The house policy objectives are:

- To ensure that no harm comes to patrons because of using the Club's gambling facilities.
- To prevent persons under the age of 18 years from gambling in the Club.
- To train all employees with an accredited provider in the responsible service of gambling.
- To responsibly promote the Club's gambling activities and facilities.
- To reduce problem gambling by identifying and assisting problem gamblers through self-exclusion from the Club's premises.

The Club has adopted the following guidelines and procedures to achieve the house policy objectives. The Club:

- Will implement and monitor the Responsible Gambling Policy.
- Will provide adequate signage to inform gamblers of counselling and other problem gambling services.
- Will not advertise, market or conduct gaming promotions that encourage excessive gambling.
- Will not admit persons under 18 years into the gaming areas of the Club.

- Will implement responsible practices in the handling of financial transactions.
- Will ensure that Automatic Teller Machines are located outside the authorized gaming areas of the Club.
- Will refer patrons who request assistance to a problem gambling counsellor.
- Will care for our customers.

### **What is Problem Gambling?**

Gambling is widely accepted in Australia as a recreational activity. Club patrons often enjoy gambling as part of a comprehensive entertainment package provided in the Club.

However, a small number of patrons who engage in gambling may do so in a harmful way, and this may have an adverse impact not only on them, but also on their families and the community.

People who have gambling problems can come from all ranges of age, income, education, nationality, and gender. However, there are some similarities in their thoughts and behaviour. Problem gamblers report feeling guilty about the way they gamble or what happens when they gamble as their most problematic issue. Also, 60% of problem gamblers report betting more than they could really afford to lose. They often 'chase losses' by coming back another day to win back the money lost (ACNielsen, 2007).

Many people who develop destructive gambling behaviour in relation to their use of electronic gaming machines (EGMs) have done so as a result of using the machines as a means by which to escape other painful, unresolved factors in their lives. Pre-existing issues such as boredom, bereavement, conflict, loneliness, illness, depression and work dissatisfaction can lead a person to form an unhealthy reliance on gambling as a way of anaesthetising their pain.

### **Identification of Problem Gamblers**

- People who are obviously distressed or exhibiting abnormal behaviour should be approached in a cautious, sensitive and respectful manner and offered appropriate assistance. Distress or abnormal behaviour may include crying, anger, violence or aggressiveness towards machines or staff, anxiety, or edginess, falling asleep at the gaming machine, or frequently getting more cash from an ATM.
- If possible, Club staff should discuss their concerns with the Gaming Supervisor or Duty Manager.
- Staff or club managers should not attempt to provide counselling for people with gambling problems but can refer patrons to the ClubSAFE counselling

hotline number – 1800 99 77 66. This is a 24/7 phone service staffed by qualified counsellors and can also be assessed by your staff for guidance and support when responding to a gambler with issues.

- Patrons should be informed at this point of the Club Self Exclusion program. Patrons can exclude from either the whole Club or Gaming Areas only. They can also exclude from up to 35 other Gaming venues while completing a self-exclusion in the Club. These venues include Clubs and Hotels with Gaming facilities.
- If the patron has difficulty with English, the patron should be referred to the **Multi-cultural Problem Gambling Counselling Service**  
**P: 1800 856 800**
- It is the club's responsibility to follow good consumer protection practices and to provide information or self-exclusion for people who seek help for gambling problems.

### **Patron Complaints or Concerns**

- The Club respects the right of patrons and the local community to register complaints about the club and will attempt to handle complaints fairly and promptly.
- Any patron or member of the public wishing to lodge a complaint should do so using:
  - The Club's website using the "Contact" tab
  - Via email using [enquiries@chatswoodrsl.com.au](mailto:enquiries@chatswoodrsl.com.au)
  - In writing addressed to  
The Secretary Manager  
Chatswood RSL Club  
PO Box 5425  
WEST CHATSWOOD NSW 1515

### **Privacy**

The Club respects all patrons' and employees' confidentiality and follows the National Privacy Principles. The Club understands the right to privacy and also other conflicting requirements, and the need for procedures for handling patrons' personal information.

### **Incident Register**

The Club will use the Risk Manager program and reports within to record:

- Self-exclusion incidents
- Requests for self-exclusion

- Requests to terminate a self-exclusion
- Third party approaches about a patron's gambling or self-exclusion
- Complaints
- Significant attempts by patrons to breach responsible gambling measures
- Any employee approach towards a patron regarding responsible gambling

### **Responsible Conduct of Gambling Best Practice Guidelines**

These Best Practice Guidelines represent an approach where the environment in which gambling is conducted minimises harm and meets community expectations. Registered clubs aspire to achieve a harm minimisation objective in their gambling operations by:

1. Providing gambling services and practices that conform to all applicable Acts and Regulations.
2. Promoting responsible gambling practices that conform to local community standards and expectations.
3. Establishing a patron complaint resolution process.
4. Implementing policies to encourage responsible practices in advertising and promotions related to gambling and ensure compliance with relevant legislation.
5. Developing a policy that ensures all legislative requirements related to cheque cashing, payment of winnings and financial transactions are implemented and encourages patrons to develop responsible practices in the use of finances for gambling purposes.
6. Introducing procedures for handling personal information relating to gambling patrons in a club to protect their rights of privacy.
7. Establishing a pleasant and safe gambling environment.
8. Informing and training staff on legislative requirements, harm minimisation issues, the risks of not complying with legislative requirements or not adopting and practising harm minimisation strategies and taking appropriate steps to promote patron and employee care.
9. Encouraging patrons to take responsibility for their gambling activity through an effective self-exclusion procedure or other mechanisms.
10. Informing patrons and staff of the club's responsible gambling policy and program, the nature of gambling products and the availability of support services for problem gamblers.
11. Developing links between the club and relevant community organisations that will provide support and advice for problem gamblers and their families.