

Gaming Plan of Management

Wyong Golf Club Ltd

Registered Club

LIQC300236242

47 Gaming Machine Entitlements

Gaming Plan of Management – Wyong Golf Club Ltd

Version control

Version	Date	Changes made to content	Approved by	Next review date
1.0	23JAN25	Content Updated	Board	JAN 26

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1. Venue details

Street address	319 Pacific Highway WYONG NSW 2259
Licensee / Club Secretary	Wyong Golf Club Ltd
Approved manager / Club manager	Craig Jackes
Number of GMEs	47
Number of gaming machines operated	47
Statistical Area 2 (SA2)	Wyong / Metropolitan (Band 3)

2. Venue licensed hours and shutdown period

Venue licensed hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open	10am	10am	10am	10am	10am	10am	10am
Close	10pm	10pm	10pm	10pm	12am	12am	10pm

Venue gaming machine shutdown hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
From	4.00am	4.00am	4.00am	4.00am	4.00am	4.00am	4.00am
Until	10.00am	10.00am	10.00am	10.00am	10.00am	10.00am	10.00am

3. Gaming related licence conditions

N/A Gaming related conditions

4. Measures to address gambling harm

The Licensee and staff acknowledge that while most people participate in gambling activities in a socially

enjoyable and harmless manner, gambling can create problems for some individuals. The Club therefore aims to deliver, advertise and promote gaming services in a lawful and responsible manner, having regard to the potential harm that may be caused by gambling and the community concerns about the conduct of gambling. The Club urges all patrons to gamble responsibly by setting a limit and sticking to that limit.

The venue has gambling signage and information about self-exclusion and internal audit strategies

Procedure for assisting patrons with accessing self-exclusion schemes and counselling services

Controls around gaming related advertising

Policies on cashing cheques, prize winning cheque procedures and limits

Staff training and qualifications –

Wyong Golf Club Ltd employees undergo regular Responsible Conduct of Gambling (RCG) training to equip them with the skills and knowledge to identify the signs of risky and problematic gambling behaviour and assist problem gamblers.

In addition to the mandatory RCG training, team members undergo regular training sessions appropriate to their role:

- a) Multi Venue Self- Exclusion
- b) Advanced Responsible Gambling Training
- c) Compliance Officer Training

These annual training sessions are vital in keeping our team up to date with industry updates, legislation and most importantly methods to ensure we are adhering to customer care and making it clear to staff that patron welfare is of the utmost importance.

Such training sessions give our team the forum to discuss and establish appropriate policies, procedures and lines of responsibility to provide customer care. These include house policies, clear accountability, reporting mechanisms and follow up procedures for dealing with responsible gambling issues.

Non-gaming staff are required to complete induction to RCG training to ensure that every staff member in the venue is trained to respond appropriately to any customer seeking help or displaying signs of gambling harm.

Board are required to complete RCG Oversight training to ensure that there is a structured top down approach to harm minimisation. Harm minimisation is discussed at all staff meetings, encouraging and recognising staff who are being proactive in recognising at-risk customers, ensuring that all staff understand that patron welfare is of the utmost importance.

Any additional information pertaining to harm minimisation on a daily basis, outside of information recorded in the gambling incident register, is communicated via internal team communications such as shift reporting, emails and online meetings. This ensures that any relevant handover information is passed on to the next person coming onto shift.

Appendix B provides a list of all staff competency records for RCG and ARCG. This list includes expiry date of these competencies and is reviewed monthly to ensure that staff remain current in their training requirements.

5. Responsible Gambling Officers

The venue's staff regularly monitor patron behaviour and interact with customers who show signs of at-risk gambling behaviour. If a customer is showing signs of at-risk gaming behaviour or have been playing the EGM's for 3 hours or more, the Club Licensee will offer the patron information about counselling services, self-exclusion, or advise them to take a break in play.

The clubs Licensee holds the Advanced RCG Accreditation as well as the position of the RGO. The Licensee and board reviews incident registers on a regular basis

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
8. to promote harm minimisation measures within the hotel or registered 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 hotel or 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:



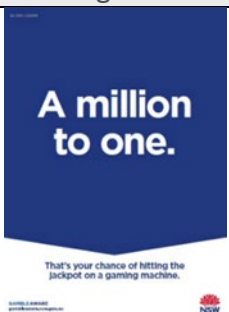
Email: contact.us@liquorandgaming.nsw.gov.au






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?"</i> (4 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p> <p>Displayed in Gaming Rooms</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>Displayed in Gaming Rooms]</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>Displayed in Gaming Rooms</p>
MANDATORY: Brochure 1 – Info about the odds – Betting on gaming machines	

 <p>Info about the odds Bet on gaming machines?</p> <p>GAMBLEAWARE gambleaware.nsw.gov.au 1800 858 858</p> <p>NSW</p>	<p>These brochures are prominently displayed and available in each area with gaming machines.</p> <p>Displayed in Gaming Rooms</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>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 gambleaware.nsw.gov.au 1800 858 858</p> <p>NSW</p>	<p>These stickers are prominently displayed on each gaming machine.</p>
<p>MANDATORY: Problem gambling message</p>	
 <p>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.</p> <p>[Help is close at hand is Displayed on ATM]</p> <p>The message is also included on any player activity statements, all betting tickets, and all gaming machine tickets (TITO tickets).</p>
<p>MANDATORY: Sign 2L – No Under 18s</p>	
 <p>UNDER 18</p> <p>No one under 18 is allowed in this area. It's against the law.</p> <p>NSW</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>Restricted areas of the club</p>

Signage and information for patrons from non-English speaking backgrounds

Wyong Golf Club Ltd 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

Weekly checks are undertaken and documented by employees to ensure all gaming compliance signage

is up to date and maintained. Management audits are also undertaken at least quarterly at the club to ensure we are meeting legislative requirements.

All approved signage that is required to be displayed by Liquor & Gaming NSW will be affixed in prominent locations throughout the Club, including 6G “Help is close at hand”, 1G “What’s gambling really costing you?”, 3G “A million to one” and 2L “Under 18’s not permitted” at each entry point to the Club’s gaming room.

The Problem Gambling Counselling Service signage will be located within the Gaming Room.

Sign 2 “Help is close at hand” self-exclusion contact cards securely attached to each bank of gaming machines in a card holder, so they can be clearly seen when playing a gaming machine or when approaching the bank of gaming machines.

Each gaming machine has the 4G “Help is close at hand” stickers on the front display of the machine within eyesight from a seated position, as does each ATM.

Brochure 1, “Info about the odds - betting on Gaming Machines” are located in the Gaming Room and available in other languages upon request. If at any time the required signage is not in place as required, the employee noting the absence of the sign are to immediately replace the sign and notify the Responsible Gambling Officer and/or the Manager on duty]

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.

Self-Exclusion

Allows our patrons to exclude themselves from all areas of our club(s), whenever they feel the need. The minimum period for self-exclusion is six months. Once a patron agrees to exclude from the club for a specific time, we will assist them in honouring that commitment.

If a patron wishes to self-exclude, they should speak with a Club Duty Manager at the venue. The Club supports the ClubSAFE Multi-Venue Self-Exclusion (MVSE) program which allows patrons to ban themselves from multiple venues in the area, to avoid gambling activities. This program has helped more than 6,000 individuals to regain control over their gambling habits. If a patron breaches their self-exclusion, it is reported through the MVSE program for assessment by trained counsellors.

For more information, visit

<https://www.clubsnsw.com.au/services/clubsafe/multi-venueselfexclusion>

Partial Self Exclusion

This initiative allows our patrons to exclude themselves from gaming activities at our club, but still allows them access to other areas including restaurants, bars, and entertainment precincts. The minimum period for a partial self-exclusion is six months. Once the patron agrees to stay away from our gaming areas for a specific time, we will assist them in honouring that commitment. The only difference between this option and a full exclusion is that the patron can still attend the venue, however they will not be permitted entry to the gaming floor. If a patron wishes to partially self-exclude, they should speak with a Club Manager at the venue. Alternatively, they can contact a gambling help counsellor.

If a patron breaches their partial self-exclusion and enters a gaming area, it is reported through the MVSE program for assessment by trained counsellors.

For more information, visit

<https://www.clubsnsw.com.au/services/clubsafe/multi-venueselfexclusion>

Online Self Exclusions

Many people are too embarrassed or ashamed to ask for help, so this initiative allows our patrons to exclude themselves from all areas of our club, by filling a form available online whenever they feel the need. The patron needs to attach a photo to the online exclusion form and will be contacted by the Club Duty Manager, so they can confirm the self-exclusion agreement and encourage the use of counselling services.

Third Party Concern

Any approach to staff by a family member or a friend of a patron with respect to concerns of a patron's gambling habits or a request to exclude that patron from the Club is immediately referred to the Club's Responsible Gambling Officer or in their absence, a Club Duty Manager, who are trained in dealing with these matters. A self-exclusion application will then be lodged with the Club's responsible gambling provider, ClubSAFE. ClubSAFE will then contact the person to be excluded and independently deal with the request according to the legislated process.

Club Initiated Exclusions

Wyong Golf Club Ltd management may initiate a Multi-Venue Exclusion for a Player if it is of the opinion that it is necessary to prevent that Player from experiencing serious gambling-related harm.

The Club will initiate a Multi-Venue Exclusion if a Player displays any of the following problem gambling behaviours:

- seeking credit for gambling.
- seeking to borrow money for gambling.
- admitting to borrowing or stealing money to gamble; or
- leaving a minor unattended while playing gaming machines.

Wyong Golf Club Ltd management may also change a gaming area only exclusion to an entire Club premises exclusion if a player breaches or attempts to breach their exclusion on two or more occasions

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 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.

Wyong Golf Club Ltd aims to ensure all our patrons have a positive experience this includes undertaking welfare checks on any guests who may be at risk of problem gambling. Our management and frontline team are vigilant in monitoring our patrons undertaking any gambling activity. If they are showing signs of extended play or distress, a duty manager will conduct a welfare check to gauge their mood, stress level and assertiveness and if required undertake the steps necessary - whether that be encouraging them to take a break, explaining our exclusion or counselling services or asking them to leave the environment.

All encounters are recorded in our gaming incident register.

Further – Warning signs of at-risk gambling behaviour and how to act on them are located below Extracted from the [Advanced Responsible Conduct of Gambling participant workbook](#)
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](#)

9. 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.
- The Club is a licensed venue and any person under the age of 18 is not permitted to enter the Club's Gaming Rooms, and only permitted into the Club under the supervision of a responsible adult or guardian.
- Signage is prominently displayed at the Club entry, and the entrance to the Gaming Room to this effect. Gambling by minors is prohibited, as is knowingly allowing a minor to enter the gaming room. Failure to adhere to this will result in both the minor and responsible adult or guardian being asked to leave the premises.
- The Gaming Room is monitored by CCTV cameras and always overseen by employees. Should an employee have concerns regarding the age of a patron, in the Gaming Room or elsewhere in the Club, that employee shall request the person to produce an approved form of identification to establish they are of or above the age of 18 years.
- The approved and acceptable forms of identification are:
 - a) A current Drivers Licence or permit that has been issued by an Australian State or Territory or any foreign country
 - b) A NSW Digital Drivers Licence
 - c) A passport issued by Australia or other foreign country
 - d) NSW Photo Card

- e) Proof of age card issued by a public authority of the Commonwealth or of another State or Territory for the purpose of attesting to a person's identity and age
- f) Keypass (over-18) identity card issued by Australia Post. If the patron is unable to supply suitable identification, that person will be requested to leave the Club's premises immediately. An entry will be made in the Club's incident register if the person is removed from the ClubSignage is displayed entry to gaming room areas

10.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
 - 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

If the total prize money is more than \$5,000 then the residual over this amount must be paid through electronic bank transfer and if the prize-winner requests to have the entire amount paid EFT, then the club will do so.

If the prize is being paid fully or partly through electronic transfer, the account can only be with a financial institution, such as a bank.

Details of the bank account and the winnings must be recorded on paperwork and passed to the office so that payment can be made

From time to time, club management may reduce the amount of cash given due to operational requirements with the remainder via EFT.

11. 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.

The Club offers a Member Rewards Program that allows members to accrue reward points every time they spend money within our Club. These can be redeemed within the Club to purchase goods and services.

12. 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: in the bar area and regularly reviewed by management

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

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.

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 dockets
- 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.

Our ATM is compliant and located further than a 5m radius from the entrance to the gaming room

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.

14. 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.

Staff uniform **must not** be worn by any staff member participating in the use of gaming machines outside of their working hours

15. Procedures for gaming-related customer complaints

Any customer complaints in regard to gaming machines or gaming area must be written up in the incident book and reported to the Manager at the first opportunity verbally or written

If a written complaint is received from a patron, then this is also recorded in the incident book and reported to the manager at the first opportunity

The Manager will determine if the matter needs to be reviewed by the Board

16.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

Phone: 1300 024 720

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

Staff are also made aware of their responsibility to act and behave ethically and responsibly whilst employed at Wyong Golf Club Ltd . If an employee sees something that is against the club's policies, they are encouraged to report it to club management.

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.

18.Review of GPOM

This GPOM must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at Wyong Golf Club Ltd legislative changes or emerging risks.

See version control

19.Contact information for local licensing Police

Wyong Police Station – 22 Hely Street Wyong NSW 2259 Phone: 02 4356 6099

20.Any other GPOM content required by ILGA

Local Counselling Service Provider

GambleAWARE North Sydney & Central Coast

1300 827 638

gamblingcounselling@wesleymission.org.au

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

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