

RESPONSIBLE CONDUCT OF GAMBLING POLICY

AIM:

Carlingford Bowling, Sports & Recreation Club will provide members and guests with a safe and friendly gaming environment. We will ensure that resources are available and help given to any patron who feels gambling may be affecting their life or social behaviour. We will meet all legal requirements outlined in the Gaming Act and the Registered Clubs Act, and will ensure that all players are treated fairly in accordance to these regulations.

SELF-EXCLUSIONS

Self-exclusion is a way of encouraging gamblers at risk to take responsibility for their gambling behaviour. A self-exclusion policy puts into place reasonable measures to prevent a patron, at the patron's request, from entering or remaining on any part or parts of CBSRC Club.

There are a number of reasons why a patron may seek to be excluded from a Club, some of which include;

- ↪ To attempt to control their gambling
- ↪ To assist them in minimising exposure to an environment where they experience gambling difficulties
- ↪ To make a positive move toward preventing further gambling difficulties.

CBSRC Club will not impose self-exclusion at the request of a third party, e.g. family, friends, member of the community, professional, welfare agency, etc. However, third party requests for assistance should be noted in the Incident Register, by completing a Third Party Approach Form.

An approach from a patron cannot be ignored, as CBSRC Club has a legal obligation to act on the request by a patron for assistance. Remember, this is a big step for the patron, to not only admit that there is a problem, but also to ask for information or even exclusion from the venue.

Staff are to act professionally to requests for help, dealing with the patron with empathy and sensitivity. If an employee is not able to handle the situation, the employee should immediately involve the duty manager. Please remember that employees of CBSRC Club are not counselors. Problem gamblers require professional help and need to be referred to professional counselors.

Problem gamblers do not necessarily realise they have a problem during office hours, and an approach may be made to an employee at any time. Patrons often become familiar with certain staff working at the venue, and because of their friendliness, they build up trust with



those staff. Most often these staff may be the people that problem gamblers feel comfortable in approaching for help. They may directly ask for help, or may even hint at a problem by expressing concern over recent losses or inability to pay bills because of their gambling.

The fact that someone has been gambling for long periods of time, or with what appears to be large amounts of money, does not mean that they have a problem. Staff should not approach a patron because of these reasons, but should act upon a request by the patron. When approached by a patron staff should follow the self-exclusion procedures for dealing with these requests.

If patrons are not directly asking for help, but talking about their losses, staff might consider giving them a player information brochure when providing change, or leave a brochure near them at the bar. This action may provide a lifeline for these patrons, as they may have a problem, and the information provided could be the first step.

Third Party Requests

There may be occasions where family or friends of the problem gambler may approach staff for help, or ask to have the gambler excluded from the premises. These people may be very emotional (e.g. angry, upset, distressed, or unreasonable) at this time, so it is important that they are treated sensitively.

Staff have a moral and legal obligation not to ignore this request.

Staff should make the third party aware that there are professional counselling services available, and supply them with information to contact these services, or assist them to contact these services from your venue (e.g. G-Line NSW is a 24 hour counselling service). Staff should make the third party aware of the availability of CBSRC Club's self-exclusion scheme, emphasising its confidentiality.

Staff should fill out a Third Party Approach Form which will help both staff and the third party to get as much information as possible. Even if the third party does not want to supply personal details, the form should still be filled out, and given to the manager, who will make a decision on further action.

Problem gamblers are not always in a position to help themselves, rather they need help from others (family and friends) and/or professional counselling services. If they do not get this help, they are usually stopped from gambling because of illegal activities, and intervention from the police.

Advise the third party that self-exclusion can only commence when the problem gambler approaches CBSRC and agrees, in writing, to enter voluntarily into this scheme. Staff should provide them with a copy of a Self-Exclusion Deed which they may take with them to discuss with the problem gambler.



**All documentation is important
Make sure that all conversations are documented.**

By filling out the appropriate forms for each event, will demonstrate that all reasonable steps were taken to assist the problem gambler, or the third party. This information will be important if problems arise later.