



Responsible Gambling Policy Statement

Taree Aquatic Club acknowledges the responsibility and privilege of holding a license to operate gaming machines and other forms of gambling within the state of New South Wales. Our venue encourages the responsible use of gambling facilities within the Club and abides by the Club Gaming Code of Practice.

A Board endorsed policy sets the club's commitment to the provision of a framework to endorse and fulfil legislative requirements and principles of responsible conduct of gaming including resource commitment for continued evolving in line with Government and Industry best practice solutions.

Policy Statement

The Board of Taree Aquatic Club have formally adopted the following policy statement and will always:

- Ensure the provision and use of gambling products occur in a safe and enjoyable manner;
- Taree Aquatic Club will prioritise customer welfare and sustainable gambling activities;
- Taree Aquatic Club will adopt responsible gambling and harm minimisation measures in accordance with the Club Gaming Code of Practice; and
- Taree Aquatic Club will promote the social and economic benefits of responsible gambling and the gaming industry.

Club Contacts

Company	Contact	Phone	Email
Taree Aquatic Club	Peter Hemingway	(02) 65521435	enquiries@sailos.com.au
Responsible Gambling Officer	Peter Hemingway	(02) 65521435	manager@sailos.com.au
Responsible Gambling Provider	Gamble AWARE NSW	1800 858 858	info@responsiblegambling.nsw.gov.au
Local Counselling Service	Club SAFE Counselling	1800 997 766	clubssafe@clubsnsw.com.au
Taree Licensing Police	Linda Hedley	0457 364 197	hed11lin@police.nsw.gov.au

The best views on the Manning River

Incorporating Taree Aquatic Sailing Club

Harm Minimisation Initiatives

Player Welfare Check Process

A player welfare check is an interaction between the staff member and patron, which may be in response to:

- Staff observing a player displaying strong indicators of problem gambling; or
- A family member raising concerns about a player's gambling; or
- A player reaching any voluntary pre-commitment limit; or
- Staff observing a player gambling for three (3) or more hours continuously.

If a player reports any level of distress or hardship, the Responsible Gambling Officer (RGO) will:

- a) Offer the player information about counselling and self-exclusion (i.e. Responsible Gambling Brochures, Gamble Aware contact cards etc.)
- b) Ask the player to take a break from gambling for a period of not less than 24 hours (this break does not require the player to cease using other club facilities) and;
- c) Make a record of the interaction in the Club's Gambling Incident Register.

Voluntary Self-Exclusion Program

A multi-venue self-exclusion (MVSE) scheme is available to any individual, who, at their own request is able to enter into a legal deed to prevent them entering or remaining in gaming areas or partaking in various gambling activities of a licensed venue.

- The minimum exclusion period is six (6) months.
- Exclusion from multiple licensed premises (clubs and hotels) can be included in a single exclusion deed.
- Gambling exclusions may also extend to TAB/wagering and keno.

A self-facilitated self-exclusion option allows patrons to apply to exclude themselves online, 24/7, without attending a gaming venue, and before seeing a gambling counsellor. To access this facility, <https://mvse.com.au/self-facilitation>.

Once the self-exclusion is in place, our membership database is updated to inform staff of a patron that is self-excluded from any gaming activities when they sign in using their photo identification or swiping their members card upon entry to the premises.

Family Initiated Exclusion

When a person's gambling is causing their family harm it may be appropriate to consider applying for a family-initiated exclusion. A responsible gambling counsellor will work with the family, the player and the club, separately and privately, to determine whether an exclusion is necessary.

The minimum exclusion period would be twelve (12) months and is limited to Taree Aquatic Club. A player can appeal family-initiated exclusions to the Code Adjudication Panel. Upon initial approach to Taree Aquatic Club, the third party will be provided with a brochure featuring family self-exclusion information and links to commence steps for assistance.

Information brochures are available on our website.

Venue Initiated Exclusion

In accordance with the Club Gaming Code of Practice, Taree Aquatic Club may apply for venue-initiated exclusion if a player displays any of the following problem gambling behaviours or through:

- Seeking credit for gambling.
- Seeking to borrow money for gambling.
- Admitting to borrowing or stealing money to gamble.
- Leaving a minor unattended while playing gaming machines.

A venue-initiated exclusion is for a minimum period of twelve (12) months and is limited to Taree Aquatic Club. A player can appeal venue-initiated exclusions to the Code Adjudication Panel.

Player Activity Statements

- A monthly player activity statement will be provided on request to the account holder, if the account has been active, free of charge.
- A request form may be obtained from the cashier or requested via an email to manager@sailos.com.au with your name, member # and month of play requested.
- For the protection of player privacy, statements can only be collected in person, upon presentation of a venue recognised form of photo identification that matches player details.

Access to Cash Policy

Taree Aquatic Club will adhere to the following policy in relation to access to money that complies with legislation and the requirements outlined in the Club Gaming Code of Practice.

- All Automatic Teller Machines (“ATMs”) are not visible whilst seated in the club’s gaming areas or are screened, where possible. The ATM is located in the foyer of the club.
- EFTPOS transactions can be conducted at bar, food and reception areas for transactional purposes. There is no facility for cash out on credit accounts.
- Any cash dispensing facility installed in any part of the club is not capable of providing cash from a credit account.
- No cash advances are provided to any patron.
- All ATMs display the appropriate Liquor and Gaming NSW gambling notice which can be clearly seen while using the ATM.
- The cashing of cheques whether personal or business are not permitted.

Minors

Taree Aquatic Club complies with Section 52 of the Gaming Machines Act 2001 (NSW) which prohibits minors from being in a gaming area of the club.

Taree Aquatic Club displays appropriate signage concerning persons under eighteen (18) outside of any gaming area.

Taree Aquatic Club has adopted policies and procedures with regard to the management of persons under the age of eighteen (18) years. Such procedures include:

- Adoption of guardian definitions from the Liquor Act for entry to licensed premises.
- I.D checking of persons upon entry or whilst in venue who may appear to look under 25.
- Taking a zero-tolerance approach for minor policy breaches.
- Non-tolerance of, unaccompanied minors.

Gaming Incident Register

Taree Aquatic Club maintains a Gambling Incident Register that records the following events:

- Player welfare checks where the player reports any level of distress or hardship and outcomes;
- Requests for self-exclusions and outcomes;
- Third-party exclusion requests and outcomes;
- Breaches or attempted breaches of an exclusion; and
- Complaints in relation to the Club’s compliance with its responsible gambling practices.

The Gambling Incident Register details information about each event including:

- Time and date of each event;
- The nature of the event;
- The details of persons involved (where possible);
- The details for the staff involved; and
- The action taken by the club

The designated Responsible Gambling Officer (RGO) reviews the Gambling Incident Register (GIR) weekly. Results of the GIR review are reported quarterly at the September, December, March and June board meetings.

Responsible Gambling Training

All staff at Taree Aquatic Club have completed the approved Responsible Conduct of Gambling Training and hold a valid RCG Competency Card. The club maintains a register of all staff and their course completion dates. All staff are required to undergo RCG Refresher Training every five (5) years.

Responsible Gambling Officer (RGO)

The Responsible Gambling Officer is Peter Hemingway, Secretary Manager.

Clubs NSW was notified of the contact details for the RGO on 3rd July 2023.

The RGO completed training on 7th July 2023.

The Club's provider of RGO Training is Club Safe.

Responsible Gambling Oversight Training

The Club's provider of Director Training is Club Safe.

The Club will maintain a register of Directors that have completed the Responsible Gambling Oversight Training.

Forums & Outreach Programs

The club will attend the next locally held club and counselling service provider forums. We will actively update our attendances in the implementation plan.

The club allows outreach activities to occur with Gamble Aware counsellors via pre-booking dates.

AML/CTF Staff Awareness Training

All staff involved in the Club's gaming machine operations and wagering undergo appropriate AML/CTF Staff Awareness Training.

A register that records the completion of AML/CTF Awareness Training (for those staff involved in the gaming machine operations and wagering is kept on site and made available for authorised persons on request.

AML/CTF Compliance Officer Training

Taree Aquatic Club's Secretary Manager and all Club Directors complete the Executive / Board oversight training and the club keeps a register of course completions when required by law.

Taree Aquatic Club has appointed an AML/CTF Officer who holds the position of Secretary Manager.

Taree Aquatic Club has appointed an AML/CTF Backup Officer who holds the position of Club Supervisor.

Anti-Money Laundering and Counter-Terrorism Financing ('AML/CTF') Bans Policy

Taree Aquatic Club must ban any persons suspected of money laundering and log a Suspicious Matter Report with Australian Transaction Reports & Analysis Centre ('AUSTRAC').

A player engaging in money laundering may exhibit the following behaviours:

- Offering to pay cash to a legitimate player who has accumulated credits or has winning tickets; or
- Regularly inserting large amounts of cash or credits into gaming machines and engaging in minimal or no gameplay, before cashing out, without a valid explanation; or
- Presenting false identification when claiming a gaming machine payout.

We have the following procedure in place when dealing with any persons suspected of money laundering:

1. *Members* of the club suspected of money laundering:
 - remove the Player from the club;
 - take steps to ban the Player from the club for conduct unbecoming of a member; and
 - report the relevant details of that Player to AUSTRAC and NSW Police.

2. *Non-members* of the club suspected of money laundering:
 - remove the Player from the club;
 - issue the Player a notice that they are no longer permitted to enter the club; and
 - report the relevant details of that Player to AUSTRAC and NSW Police.

AML/CTF Assurances

- The Secretary Manager will conduct an annual internal audit of compliance with the Code using the Clubs NSW online self-audit checklist and report to the board for consideration every 12 months.
- The club will engage an external auditor every 5 years to audit the club's compliance with the Code and report to the board for consideration.

Advertising, Promotions & Player Reward Schemes

Taree Aquatic Club ensures that any gaming advertising or promotion complies with the following requirements:

- Only appears inside the Club and cannot be seen or heard from outside the premises;
- Is not false, misleading or deceptive;
- Does not implicitly or explicitly misrepresent the probability of winning a prize;
- Does not give the impression that gambling is a reasonable strategy for financial betterment;
- Does not include misleading statements about odds, prizes or chances of winning;
- Does not focus exclusively on gambling;
- Is not implicitly or explicitly directed at minors;
- Has the consent of the player prior to publishing anything which identifies a player who has won a prize;
- Incorporates the required responsible gambling messages; and
- Is reviewed and approved by the Responsible Gambling Officer.

The club does not send gaming machine advertising or promotions to a player that has a current exclusion in place.

The club does not allow the redemption of Player Reward Scheme bonus points for any of the following:

- Cash or instruments that can be exchanged for cash within the Club;
- Prizes totalling more than \$1,000 in value in any 24 hour period;
- Credit card bill payments;
- Utility bill payments;
- Rent or mortgage payments;
- Knives or knife blades;
- Firearms or ammunition; or
- Tobacco products

The club does not offer any benefit, promotional prize or reward to a gaming machine player that is not part of a documented and publicised Player Rewards Scheme.