

RESPONSIBLE CONDUCT OF GAMBLING HOUSE POLICY

Club Mudgee's mission is the proper conduct and balanced development, in the public interest, of the gaming, racing, liquor and charity industries in NSW.

One important way the Club ensures the public interest is promoted in the gambling industry is by developing and keeping under review strict regulatory measures for the conduct of lawful forms of gambling in the State to ensure that any potential harm associated with gambling is minimised.

The Responsible Conduct of Gambling Policy is important to minimise the harmful consequences associated with problem gambling.

Regulatory measures that are currently in place include:

- ☑ Controls over the nature of certain gaming-related advertising promotion;
- ☑ Prohibitions in relation to participation by minors, and the advancement of credit for gambling purposes; and
- ☑ Measures which limit the accessibility and availability of commercial gambling activities in the broader public interest.

The *Liquor and Registered Clubs Amendment (Responsible Gambling) Regulation 2000* can be summarised as follows:

- ☑ Require Clubs to provide information to customers and their guests on counselling services, the use and operation of gaming machines, the odds of hitting the jackpot and the "think" message. On entering the Club and displayed on each gaming machine is an advertisement on how to contact:

Gambling Help on telephone: 1800 858 858

- ☑ Place limitations on the payment of prizes by cash;
- ☑ Require cash dispensing facilities to be located away from the areas where gaming machines are located;
- ☑ Place limitations on gambling-related advertising;
- ☑ Prohibit the offering of inducements to gamble;
- ☑ Require the Club's Secretary, Board of Directors and select employees to undertake an approved training course in the responsible conduct of gambling;
- ☑ Make other miscellaneous controls.

Self-Exclusion Scheme

In accordance with the *State Liquor and Registered Club Act*, management and employees of Club Mudgee will ensure Responsible Conduct of Gambling at all times.

This Club has a policy to serve customers in responsible, friendly and professional manner. The Staff are on hand to provide the customer with documentation and contact telephone numbers to help them identify a gambling problem and provide assistance

In accordance with the *Gaming Machines Act 2001*; this Club operates a self-exclusion scheme for customers and their guests who may have a problem with their gambling. This information is gained from the Chief Executive Officer through the employees. Customers may access this scheme by approaching a member of staff who will then refer them to the Supervisor, Manager or the CEO.

The Mudgee Soldiers' Club promotes responsible gambling by not providing credit.

Loyalty Points: Government legislation – as from the 2nd April 2002 redemption of Loyalty points for cash is forbidden.

The Liquor Act of 1982 prohibits this Club from cashing:

- ☑ Cheques by a 3rd party or non-members
- ☑ Cheques by a person who has an outstanding dishonoured cheque
- ☑ A cheque for more than \$400 in any seven-day period.