

RESPONSIBLE CONDUCT OF GAMBLING HOUSE POLICY (June 2023)

Club Mudgee is committed to providing responsible gambling in our Club. The Board of Directors and Team at Club Mudgee want to ensure that our Club provides a safe and supportive environment, where our members and guests make informed decisions about gambling, and provide timely, appropriate assistance and information.

Club Mudgee is committed to working with industry and regulators including but not limited to Clubs NSW and the team at ClubSAFE to:

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

Club Mudgee complies with, and seeks to exceed, all applicable responsible gambling legislative requirements for NSW and will participate in many state and local government working groups to assist in identifying and developing appropriate responsible gambling initiatives.

Club Mudgee is committed to adhering to the Clubs NSW Gambling Code of Practice within a timely manner including but not limited to:

- Code of practice implementation plan
- Responsible Gambling Officer
- Responsible Gambling Training (including Directors)
- Customer Interactions from indicators of Problem Gambling
- Counseling & Support Service Interaction
- Self Exclusion Scheme - ClubSAFE / MVSE (Multi Venue Self Exclusion)
- Family Initiated or Club Initiated Exclusion Schemes - ClubSAFE
- Electronic Exclusion Detection
- Gambling Incident Registers
- Access to Money - No credit to be provided
- Player Information
- Prohibition of Minors
- Advertising, Promotions & Player Reward Schemes
- Anti-Money Laundering & Counter-Terrorism Financing

If your gambling becomes a problem, please ask one of our staff, managers or the Chief Executive Officer for help or contact your free, independent and confidential counseling service.

GambleAware

www.gambleaware.com.au

1800 858 858