



RESPONSIBLE CONDUCT OF GAMBLING POLICY

INTRODUCTION

Club Willoughby is committed to providing professional and excellent facilities and services to its members. As a responsible corporate citizen in the community, Club Willoughby will ensure our gaming facilities are operated in accordance with the responsible conduct of gambling guidelines set by Clubs NSW in conjunction with the Department of Liquor & Gaming.

OBJECTIVE

Responsible conduct of gambling (RCG) is about providing rules and strategies for licenced venues on harm minimisation requirements, detection of problem gambling, the proper communication with and management of patrons using gaming machines and ensuring that minors (people under 18 years of age) are not permitted to use the gaming machines.

This policy outlines the measures that Club Willoughby takes to ensure a safe and responsible environment for our patrons.

COMMITMENTS

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

RCG COMPETENCY CARD & TRAINING

All staff employed by Club Willoughby that provide service in areas where gambling can occur are required by law to complete the Responsible Conduct of Gambling (RCG) course by an approved trainer. In order to successfully attain an RCG accreditation participants are required to demonstrate an understanding of the indicators and impacts of problem gambling and be aware of responsible gambling strategies. Our staff are also trained to report activities or behaviours that may indicate a person has a problem with gambling. Additionally, relevant employees must complete the Advanced RCG training by an approved training provider. RCG refresher courses must be undertaken in accordance with regulatory requirements.

RESPONSIBLE GAMBLING OFFICER (RGO)

The Club has appointed the Operations/Events Manager as the Responsible Gambling Officer (RGO). The RGO must undergo regular Responsible Gambling Officer training as part of the Club's Club Safe agreement.

HOUSE POLICY

In line with mandatory license conditions, legislation and our commitment to the safety of our patrons, Club Willoughby has adopted the following house policy as framework for the responsible conduct of gambling:

- This Club will conduct its gaming operations in a professional and responsible manner in accordance with government and industry codes of practice.
- This Club will provide training to management and staff regarding the Responsible Conduct of Gambling. All staff who have duties associated with gaming machines have a valid responsible conduct of gambling card.
- This Club prohibits any form of credit or cash advances being available to patrons for gaming purposes.
- Cash withdrawal facilities will not be available in the gaming areas within the Club.
- The Club will advertise and make available information on counselling services available for gaming related problems.
- The Club will continue supporting the local community as part of our commitment to the provision of responsible gaming.
- The Club complies with section 52 of the Gaming Machines Act 2001 (NSW) which prohibits minors from being in a gaming area of a Club.
- The Club will implement policies to encourage responsible practices in advertising and promotions related to gambling and ensure compliance with relevant legislation

Whilst acknowledging the Club's responsibility to members and the Club Willoughby community, the Club will respect an individual's right to privacy and prerogative to gamble at any time. The Club is a member of Club SAFE and ensures our gaming facilities are operated in accordance with responsible service of gambling guidelines.

GAMBLEAWARE

Club Willoughby advocates the services of Gamble Aware and actively promotes the self-help number 1800 858 858 in all areas where gambling can be undertaken. The Club exceeds the legislative requirements relating to the distribution of gambling help materials to ensure that information is readily available for any patron that feels they need assistance. Gamble Aware is a 24-Hour, 7 days a week state-wide helpline that offers crisis counselling, information and referrals for problem gamblers or their families and friends. It is available to anyone in NSW that wants to talk about their own or someone else's gambling activities.

CLUBSAFE & MVSE

Club SAFE is a leading responsible gambling and compliance program operated by Clubs NSW to assist the club industry in managing the reputational, regulatory and financial risks associated with liquor and gaming operations.

Club Willoughby provide our patrons with access to the Club SAFE Multi Venue Self Exclusion program at any time the Club is open. This program is designed to restrict access to venues around where a person lives, works and socialises with a view to reducing as far as practicable the temptation to enter into gambling activities.

GAMBLING SELF EXCLUSION

Club Willoughby's responsible conduct of gambling practices recognise that the vast majority of those patrons who participate in the playing of gaming machines do so as an enjoyable activity but that for some, gaming related activity can cause significant problems.

Under the Gaming Machines Act 2001 legislation, it is mandatory for a club to operate a voluntary self-exclusion scheme for members who may have a problem with gambling. Patrons that are experiencing

problems with gambling are able to enter into a voluntary self-exclusion agreement that bans themselves from the gaming area.

Club Willoughby operates three (3) self-exclusion schemes:

- Self-exclusion (MVSE)
- Venue Initiated Exclusion (ClubSAFE)
- Family Initiated Exclusion (ClubSAFE)

BREACH OF POLICY

The Club has an obligation to consistently apply and enforce this policy. Likewise, staff must comply with this policy. Any employee that breaches this policy shall be subject to counselling and/or disciplinary action which may include termination of employment.

RELATED POLICIES

- Responsible Service of Alcohol Policy
- Anti-Money Laundering & Counter-Terrorism Financing Policy & Procedure

Policy Date	April 2025	Replaces Version	NA
Approved By	Chief Executive Officer & President of Board of Directors		