



## **Responsible Service of Gambling Policy of Palm Beach Soccer Club**

### **1. Purpose**

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Palm Beach Soccer Club 'the Club' commits to minimising potential harm associated with gambling by creating a safe and responsible gambling environment for its members and guests.

Through the adoption of this Responsible Gaming Policy the Club displays a commitment toward the goal of lessening the harmful effects that gambling, particularly problem gambling, may have on patrons of the Club and on those in the broader community.

As a further commitment to further promote safer gambling within the community, where a patron is excluded from Palm Beach Soccer Club they are then automatically excluded from other premises operated by the club.

#### **1.1 Reference Documents**

The reference documents for the Responsible Gaming Policy are the:

- Gaming Machine Act 1991
- Gaming Machine Regulation 2002
- Queensland Responsible Gambling Code of Practice

The Guiding Principle of the Queensland Responsible Gambling Code of Practice States:

"The Queensland Responsible Gambling Code of Practice is based on shared commitment by gambling industry providers to the guiding principle of ethical and responsible behaviour. This principle recognises the importance of customers' wellbeing with the focus on minimising the potential harm of gambling. In addition, customers' rights to privacy are respected

#### **1.2 Policy Goals**

The goals of the Responsible Gambling Policy are to:

- Manage potential harm associated with gambling by creating a responsible gambling environment;
- educate and inform patrons and employees, about the potential harm associated with gambling;
- reduce the prevalence and severity of harm associated with, and prevent where possible, the misuse and abuse of gambling activities;

- foster responsible conduct in relation to gambling and in particular, ensure that gambling is conducted responsibly, fairly and honestly, with regard to minimising the harm associated with gambling;
- to ensure gambling is conducted honestly and free from interference, criminal influence and exploitation;
- ensure compliance with the Gaming Machine Act 1991, Gaming Machine Regulation 2002, Queensland Responsible Gambling Code of Practice. and best practice measures;
- to ensure, as far as practicable, that the conduct of gambling is consistent with the expectations and aspirations of the public and local community;
- to align gambling practices to the community-driven values of the Club.

## **2. What is problem gambling?**

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Problem gambling exists when gambling activity results in a range of adverse consequences where:

- The safety and/or wellbeing of gambling customers and/or their families and friends are placed at risk; and/or
- Negative impacts extend to the broader community.

## **3. Potential harmful effects of problem gambling**

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Some potential harmful effects of problem gambling on individuals and the community are:

- Personal—stress, depression and anxiety, poor health, suicide.
- Work and study—job loss, absenteeism, and poor performance.
- Financial—financial hardships, debts, asset losses, bankruptcy.
- Legal—theft, fraud, scams.
- Interpersonal—domestic violence, relationship breakdown, family neglect.
- Community services—pressure on charities and the public purse.

## **4. What is Responsible Gambling**

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Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling.

Responsible gambling occurs as a result of the collective actions and shared ownership by individuals, communities, the not-for-profit sector, the gambling industry and the Government to achieve outcomes that are socially responsible and responsive to community concerns.

Gambling does include the various fund-raising activities of the venue and therefore customers, supporters and employees have an obligation to be alert to the needs of individuals who do have a gambling, related problem.

## **5. Harm Minimisation Strategies – Palm Beach Soccer Club**

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The Club has a responsibility to ensure that the Queensland Responsible Gambling Code of Practice is strictly adhered to and will implement the following strategies to minimise the potential harm associated with gambling:

### **5.1 Provision of Information**

Palm Beach Soccer Club takes its responsibility to provide patrons information to empower them to gamble responsibly seriously in alignment with community standards and legislative expectations.

Information about the potential risks associated with gambling and where to get help for problem gambling is prominently displayed in all gambling areas, in bathrooms and near cash out facilities which service gambling areas.

Information is displayed in a prominent location to alert patrons that the following information is available on request:

- The Responsible Gambling Policy document including policies for addressing problem gambling issues relevant to the local community
- The nature of games, game rules, odds or returns to players
- Exclusion provisions
- Gambling-related complaint handling procedures
- Key elements of the Club's financial transaction practices

Meaningful and accurate information on the odds of winning major prizes is prominently displayed in all gambling areas and in proximity to relevant games.

Palm Beach Soccer Club will provide information and materials suitable for predominant cultural groups in the local community. If this information is not available, non-English speaking patrons can be provided with the contact details for a translating service.

### **5.2 Interaction with Customers and Community**

#### **(1) Community Liaison**

Palm Beach Soccer Club employs and has a nominated Customer Liaison Officer (CLO) who will assist management in the upholding of responsible service of gaming and gambling-related issues. This individual's role is to include communication between patrons and employees on gambling-related issues. A CLO will be available at all times during gaming trading hours.

A representative of Palm Beach Soccer Club including a minimum of one CLO, will meet regularly with Gambling Help Providers to develop and assist with responsible practices and assistance mechanisms for those who report problem gambling issues.

The CLO will also provide advice and support to any employees who may have a problem with gambling or could be at risk of developing a gambling problem.

## (2) Complaint Handling Procedure

This club will handle complaints in accordance with the procedure outlined below:

- Staff members are to refer gambling-related complaints immediately to the CLO.
- The CLO will make contact with the patron and identify and define the nature and cause of the complaint, including giving assurance on confidentiality and privacy as per the club's policies
- The CLO will determine whether the complaint can be resolved immediately or should be referred to management:
  - If the complaint can be resolved immediately, the CLO will take necessary steps to resolve the complaint on the spot
  - If the complaint is to be referred to a higher level, the CLO will then inform the patron of the timeframe involved in communicating and getting a response on the complaint from the higher level.
- The CLO will communicate the proposed solution to the patron, including the basis (legislation, policies, etc.) on which the solution was framed
- If the patron is not satisfied with the outcome, the CLO will advise the patron to seek their own legal or professional advice (at their own expense should they wish)
- The CLO will record details of the complaint and action taken in a Gambling-related incident report.

## (3) Training and Skills Development

Palm Beach Soccer Club has a strong training program to ensure all employees involved in gambling related activities receive appropriate information and training, on an ongoing basis, in the responsible provision of gambling and gambling products. This is to ensure that they are better positioned to provide advice and assistance regarding the Responsible Gambling Policy and its goals.

Training programs will be conducted on a regular intervals to ensure consistency and reminders of the issues pertaining to responsible gambling practices.

### 5.3 Exclusion Provisions

Exclusion options are available for individuals who may be experiencing difficulties with their gambling behaviour.

Palm Beach Soccer Club provides patrons the option of excluding (banning) themselves from the gaming facilities or the entire venue. In doing so we aim to provide an environment which ensures such matters are dealt with in a sensitive, confidential, and timely manner.

Exclusions once processed take effect immediately and remain in force for a period of five years after which they automatically lapse. A request to revoke an exclusion may only be submitted within 24 hours (cooling off period) of effect or a minimum of 12 months following the commencement of the exclusion.

Excluded persons are prohibited from entering or remaining in the gaming area, any persons identified by staff as being excluded will be removed from the gaming area immediately.

A CLO is always available for patrons to discuss their exclusion options. Patrons who request self-exclusion from the venue will also be encouraged to exclude themselves from other gambling venues in the area. The CLO will provide the patron with details of at least one community support service for advice, assistance and/or counselling relating to problem gambling.

Palm Beach Soccer Club will suggest to any third-party approach (for example family members or professional welfare groups) that self-exclusion documents and procedures are available, provide a copy of the Offer of Self-exclusion and Deed of Self-exclusion to the third party and encourage the third party to discuss the options with the person believed to have a problem with gambling.

Excluded individuals are also removed from all gaming mailing lists used for marketing purposes by the Club.

The Club will undertake regular reviews of self-exclusion provisions to assess their effectiveness.

#### 5.4 **Physical Environment**

##### (1) **Minors**

It is an offence under law for any person under eighteen (18) years of age to participate in gambling activities. Palm Beach Soccer Club prohibits anyone under the age of 18 from entering or remaining in any gambling area.

The Club also prohibits persons leaving their children unattended in the venue, persons found doing so may be excluded from the Club and reported to the appropriate government authority.

The Club also presents visible signage outside and around any gambling areas, to ensure guardians and those under 18 years of age are aware of prohibited areas.

##### (2) **Service of Alcohol**

Patrons who are unduly intoxicated or have been refused service of alcohol will not be permitted to continue gambling and will be removed from the gaming area.

The Club will not use free or discounted alcoholic drinks or happy hours to promote gambling.

##### (3) **Gratuities**

Staff working in gambling areas are not to encourage gambling patrons to give them gratuities.

All staff are instructed to politely refuse gratuities if offered and a record of any such interaction will be retained by the Club.

##### (4) **Passage of time**

Palm Beach Soccer Club ensures clocks are located in all gaming areas and are suitably lit to allow patrons to remain aware of the passage of time.

Where practicable, time-related announcements will be audible in the gaming room to further prompt patrons' awareness of the time.

##### (5) **Breaks in Play**

Palm Beach Soccer Club will encourage breaks in play by making patrons aware of other alternative forms of entertainment available at the venue and where possible providing self-service coffee and tea facilities.

Staff will monitor patrons in the gaming room and initiate interaction with any patrons who may need a break in play.

The Club does not encourage extended, intensive, and repetitive play.

(6) Staff

Staff shall not play or permit any other person to play gaming machines on their behalf on the premises.

**5.5 Financial Transactions**

All winnings will be paid in accordance with applicable legislation requirements set out by regulations and policies.

Gambling winnings above set limits will be paid by cheque in full or part payment (cash and cheque) or entirely in cheque payment, or by electronic funds transfer in full or part payment (cash and EFT) or entirely by electronic funds transfer, in accordance with current policy on payouts and payout limits.

Palm Beach Soccer Club will ensure cheque payments are not cashed on the premise until the next trading day or within 24 hours of the win.

Where payment is made by electronic funds transfer, the Club will ensure that the transaction of funds is not made until the following day.

The Club does not extend credit for the purpose of gambling.

## 5.6 Advertising and Promotions

### (1) Advertising and Promotion Policy

Palm Beach Soccer Club ensures strict compliance with the Queensland Responsible Gambling Advertising and Promotions guideline. This guideline covers gambling related communication activities including advertising in the media, sponsorship, point of sale material, leaflets, displays, internal and external signage, the internet, subscriber products and other materials designed for public communication.

The guideline is used in conjunction with all regulatory requirements for the conduct of gambling in Queensland.

The Club will ensure at all times that any advertising or promotion for gambling:

- complies with Queensland Responsible Gambling Advertising and Promotions guidelines;
- 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 offend prevailing community standards;
- is not implicitly or explicitly directed at sales to minors or vulnerable or disadvantaged groups;
- does not involve any irresponsible trading practices;
- does not depict or promote the consumption of alcohol while engaged in the activity of fund-raising;
- has the consent of the person before publishing or causing to be published anything that identifies a person who has won a prize; and
- where appropriate, positive responsible gambling messages are incorporated in advertising and promotion

Any advertisement or promotion is checked by relevant staff against Codes and standards, and also checked against relevant legal requirements, including compliance with the Australian Consumer Law.

Further to the above, Palm Beach Soccer Club is committed to the dissemination and communication of Responsible Gambling messages via the following means:

- Advertising messages through EGM screens (scrolling messages)
- Flyers, pamphlets and posters
- Responsible Gambling message on all external gaming advertisements and promotions
- In-house electronic systems