

Local Impact Assessment Class 1 Application

EARLWOOD BARDWELL PARK RSL



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EXECUTIVE SUMMARY

- ❖ Submission for Earlwood Bardwell Park RSL Club (The Club)...Licence # 227014, for a LGA Band 2, Class 1 Application.
- ❖ The Club Premises are located at Hartill-Law Avenue Bardwell Park NSW incorporated in the Rockdale Local Government Area (LGA) classified as Band 2 by the Casino, Liquor and Gaming Control Authority, as part of the Gaming Machines Amendment Act 2008 No 99. Following is a submission of a Class 1 Local Impact Assessment, requesting a threshold increase of 14 poker machines, which constitutes a low range increase according to this same Act.
- ❖ The Club currently holds 166 approved entitlements for gaming machines and thus a threshold increase of 14 poker machines would bring this overall total to 180.
- ❖ With the addition of the 14 poker machines, the club has forecasted revenue for a Total Trading increase of \$350,000 pa, before costs and State Taxes.
- ❖ Positive outcomes for NSW and specifically the Rockdale community are the expected increase in employment opportunities both directly and indirectly as a result. The Club's employment prospects may extend to two additional part time positions, with the overall allocation of wages within the Club potentially increasing when the increased allocation is operational.

The projected annual net profit from the 14 poker machines, would allow the Club to assist in maintaining its current affordable pricing levels and in managing its \$730,000 debt.

- ❖ Pending approval of this submission, it is the Club's commitment, to provide equal community donations to The Earlwood Salvation Army for Emergency food parcels and Kingsgrove Community Aid for Elderly Transport and assistance, totaling \$1,500 per machine per Year for 2 years equalling a \$42,000 Contribution; Pro Rata from install date, re Time and Quantity Installed.
- ❖ The direct benefit to NSW would be an expected increase in poker machine taxes and the additional support of community groups.
- ❖ Earlwood Bardwell Park RSL Club adheres to all harm minimisation and responsible gambling measures stipulated in Schedule 2 Amendment of Liquor Act 1982 No 147, Gaming Machines Regulation 2002 and the Gaming Machines Act 2001. Furthermore, Earlwood Bardwell Park RSL Club subscribes to the ClubSafe Counselling Service 1800997766 with Counselling provided by C and M Professional Services Pty Ltd.
 - The Club follows all Responsible Gambling Policies, with all gaming related staff at Earlwood Bardwell Park RSL Club required to undertake in-house training, as well as completing a Liquor Administration Board approved Responsible Conduct of Gambling course (RCG).

The subsequent information will establish that the Rockdale community will benefit by the increase of 14 poker machines.

Introduction

The following submission outlines an application for a threshold increase of 14 poker machines for Earlwood Bardwell Park RSL Club pursuant to the recently amended Gaming Machines Act 2001.

In accordance with sections 32 to 37 of the Gaming Machines Amendment Act 2008 No 99, a submission follows with a Class 1 Local Impact Assessment detailing the benefits the Club will provide to the local community, as well as the range of harm minimisation and responsible gaming measures employed by the Club. A copy of this Local Impact Assessment is available for public inspection at the Club during operating hours.

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Address: PO BOX 619 Narellan NSW 2567, Telephone: 02 4647 5091, Fax: 02 4647 5094, Mobile: 0438 418 984, E-Mail: info@gpmconsulting.com.au

1.0...The Club

Located in the Rockdale Local Government Area, Earlwood Bardwell Park RSL Club opened in 1959. The club has a Band 2 classification by the Casino, Liquor and Gaming Control Authority as part of the Gaming Machines Amendment Act 2008 No 99. The Club occupies the site at Hartill-Law Ave Bardwell Park 2207 and is located next to Bardwell Park Railway station.

The Club currently has 72 Staff overall.....Permanent 21, Casual 51.

Opening Hours are as follows:

Sunday to Wednesday..... 9.00am – 1.00am

Thursday to Saturday..... 9.00am – 4.00am

The Club provides Free Entertainment with Saturday evening bands and light entertainment.

The club also provides a children's play area that services the Restaurant and Fitness Centre areas.

Total floor area of the club is 3946 m sq. (Appendix 1)

The club also owns and operates Earlwood Bowling and Recreation Club Licence 227022.

2.0...Benefits To The Local Community

The provision of 14 poker machines will provide positive community benefits if approved. Some of the expected benefits are of increased employment, upholding of the Club's pricing & services, enhanced spend in the local area along with the special provisions to be applicable to the Salvation Army and Community Aid as specified previously.

The club provides sponsorship and support for community groups; we provide rooms in the Club for use for schools and club meetings free of charge.

2.1...Competitive Pricing of the Club's Services

A real expectation with the provision of the additional gaming machines is the sustaining of our competitive pricing for the Club's services. This would include all aspects of the Clubs operations, facilities and services for the benefits of Patrons. This would apply to all areas, including food, beverage services and functions. It is important to note that all members of the community who utilise these services and not just gaming machine players would receive these benefits. For example, many schools, community organisations and local business utilise and benefit from these facilities for their functions with many families in the community frequenting our dining facilities.

2.2...Increased Employment Opportunities

Additional employees are expected along with community funding increases. To further define this, the provision of additional poker machines would necessitate additional staff to cover the expected increase in demand for food, beverages, payouts and general customer service on the gaming floor. The 14 Gaming Machines applied for, have the potential to generate additional net revenue, thus the expectation is that staff and wages would increase exponentially on approval of this application.

This addition of gaming machines would also provide increased opportunities for employment for both internal employees and external businesses. With 14 poker machines, additional furniture, stools and signage are just a small portion of the changes required to the Floor area in the implementation phase. Furthermore, the projected increase in revenue provided by the poker machines foresee accelerated plans for additional facilities within the Club, resulting in further increases in employment, both directly and indirectly.

Any increase in employment would be extremely beneficial within the Rockdale LGA, particularly in the current economic climate where the current unemployment rates are high. Given the great majority of our staff are drawn from our local community; a further benefit will be to keep additional funds local to the region.

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2.3...Increase Economic Activity in the Local Region

The projected increased revenue from the addition of the gaming machines should allow greater proliferation of the Club's services and entertainment mix and thus attract visitors from outside the region, which will create further revenue injections into the community. A more attractive entertainment and gaming venue may potentially limit Rockdale residents from visiting venues outside the area, keeping their funds within the Rockdale community.

2.4...Increased Spend on Community Grants

For additional community support, Earlwood Bardwell Park RSL Club will, pending approval of this application, contribute (above normal CDSE contributions), a further total of \$1,500 per machine per Year for 2 years equalling \$42,000 Max Contribution...Pro Rata from install date re Time and Quantity Installed.

The immediate beneficiaries would be Earlwood Salvation Army for Emergency food parcels and Kingsgrove Community Aid for Elderly Transport and assistance.

The projected increase in revenue from the 14 poker machines would provide the Club with the means to further increase and maintain community expenditure in order to support the local community.

Any further increases expected by the gaming machines, will have a positive effect on the community of Rockdale, who obviously benefit greatly from the Club's support.

Contacts and Information for Special Community Grants.

Kingsgrove Community Aid Centre Inc.	The Salvation Army
Anne Farah-Hill	Captain Chris Millard
30 Morgan Street	58 Earlwood Avenue
Kingsgrove NSW 2208	Earlwood NSW 2206
Phone 91507823	Phone 95583532

2.5...Overall Poker Machine Reduction

To gain an increase of 14 poker machines, Earlwood Bardwell Park RSL Club would be required to purchase (21) twenty-one and relinquish (7) seven to the NSW State Government to dispose of. This would lead to overall decrease statewide of (7) seven poker machines.

3.0...Cash Advances or Credit

Earlwood Bardwell Park RSL Club does not provide any cash advances or other forms of credit to any patron for the purposes of gambling, other than payment of allowable prizes and bonuses. The Club does not allow the use of any credit facility. Club management and staff strictly adhere to this policy.

3.1...Advertising, Promotions and Inducements to Gamble

Earlwood Bardwell Park RSL Club will not offer any unlawful inducements to gamble such as free or discounted liquor promotions to gamblers or any schemes that allow distribution of free gambling credits to gaming machine players.

The Club does not use the word Casino in any description or promotion of the Club in signs or any advertising or promotional material, which is visible or audible from outside the premises. The Club's gaming machine signs comply with Section 44 of the Gaming Machines Act 2001. The Club will not publish in any form information that identifies a winner of a prize if requested not to do so in writing.

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3.2...Harm Minimisation and Responsible Gambling Measures

In order to provide a responsible gambling environment and comply with the relevant legislation, Earlwood Bardwell Park RSL Club has adopted the Clubs NSW Registered Clubs Responsible Conduct of Gambling Code of Practice – Best Practice Guidelines and is a member of the Club Safe Responsible Gambling Program. The Club has lodged a Responsible Gambling Affidavit with the Liquor Administration Board.

Furthermore, it has made all necessary changes to comply with the requirements of Gaming Machines Regulation 2002 and the Gaming Machines Act 2001. Details of the Act and recent Amendments are available for viewing at: (<http://www.legislation.nsw.gov.au/fullhtml/inforce/act+49+1999+ed+0+Y?>)

Relating directly to Schedule 2 Amendment of Liquor Act 1982 No 147, Section 125D, Responsible conduct of gambling activities, (exert show below) the Club complies with all aspects of this legislative framework.

Section 125D...Responsible conduct of gambling activities

- (1) *The regulations may make provision for or with respect to requiring or encouraging the adoption of responsible practices in relation to the gambling activities that may lawfully be conducted at licensed premises.*
- (2) *In particular, the regulations may make provision for or with respect to the following:*
 - (a) *Restricting or prohibiting the conduct of promotions or other activities (including advertising),*
 - (b) *The standards to be observed on licensed premises for the conduct of responsible gambling activities,*
 - (c) *Requiring licensees, managers or other persons involved or proposing to be involved in the conduct of gambling activities at licensed premises to undergo courses of training that will promote responsible practices in the conduct of those activities,*
 - (d) *The prohibition or restriction of the offering of inducements, or inducements of a kind, specified in the regulations,*
 - (e) *The information to be provided and signs to be displayed about gambling activities at licensed premises,*
 - (f) *The notices to be displayed with respect to the availability of counselling in respect of financial, social or other problems that may arise in connection with gambling,*
 - (g) *Requiring facilities on licensed premises for the withdrawal or transfer of money from banks and authorised deposit-taking institutions (such as ATMs and EFTPOS) to be installed or located in parts of the premises that are separate from parts of those premises where gambling activities are conducted,*
 - (h) *The provision of anonymity at the request of a gambler who has won a major prize.*
- (3) *The regulations under this section may create offences punishable by a penalty not exceeding 50 penalty units.*
- (4) *It is the intention of Parliament that regulations under this section will be made as soon as practicable after the date of assent to the Gambling Legislation Amendment (Responsible Gambling) Act 1999.*

3.3...Community Development Support Expenditure

The Earlwood Bardwell Park RSL Club's CDSE spend has increased compared to \$185,188 in 2011, by 13.72% in 2012 (\$214,629). The projected increase in revenue from an extra 14 poker machines would provide the Club with the means to further increase community expenditure in order to support the local community.

Expenditure Summary			
Total Expenditure on Community Development and Support			
CDSE - 2011	Category 1	Category 2	Total
Total	\$88,727	\$96,461	\$185,188
CDSE - 2012	Category 1	Category 2	Total
Total	\$88,861	\$125,768	\$214,629

4.0...Monitoring Procedures

Regular and thorough monitoring checks are undertaken as follows:

- ❖ Daily checking of Gaming Machine warning stickers, by Club staff.
- ❖ The Club will complete a monthly compliance checklist.

This monitoring process is thorough and exceeds the minimum requirements, further emphasizing the Club's commitment to ensuring a safe gambling environment for its patrons.

4.1...Electronic Surveillance

The Club has extensive video surveillance installed and located throughout the Club. (Details not published for security reasons)

- ❖ To assist in complying with legislation and general public safety, surveillance cameras enable management to mainly monitor the behavior of Club patrons.

4.2...Compliance under the Gaming Machines Regulations

- ❖ Earlwood Bardwell Park RSL Club have adopted the following responsible gaming practices to comply with the above regulation.
- ❖ One of each of the six permissible gambling warning notices and one of two permissible problem-gambling notices are located on each gaming machine in suitably sized letters.
- ❖ Displays notices providing information on the chances of winning prizes on gaming machines in each part of the Club where gaming machines are located.
- ❖ Displaying a counselling signage notice in the vicinity of the Club's main entrance.
- ❖ Clearly displaying an approved problem gambling notice is on the Club's automatic teller machine.
- ❖ The Club has located all ATM and EFTPOS machines in areas where there are no gaming machines.
- ❖ A fully functional clock (set to, or within 10 minutes of, correct time) is visible to any person playing a gaming machine.
- ❖ Approved Player Information Brochures are readily available and noticeably displayed in all gaming machine areas in English. Player Information Brochures are available in any of the twelve required languages as soon as practicable after a request.

4.3...Gaming Related Staff Requirements and Training

All staff who undertakes in any gaming-related duties, have all completed a Liquor Administration Board approved Responsible Conduct of Gambling course (RCG). As a member of ClubSafe, the club has undertaken training of all staff in the ClubSafe program, along with additional training for gaming area staff and Duty Managers in assisting problem gamblers and processing self-exclusions. This training goes beyond the minimum requirements of the legislation and focuses on how staff can properly assist problem gamblers. The ClubSafe Manual is available to all staff for training and revision purposes for responsible gaming procedures.

4.4...In-House Gaming Policy

Earlwood Bardwell Park RSL Club aspires to achieve a harm minimisation objective with regard to Responsible Conduct of Gambling. In conjunction with the ClubSafe commitment to responsible gambling, our club has adopted the following responsible practices to comply with the above regulation:

- ❖ Provides gambling services and practises that conform to all applicable acts & regulations.
- ❖ Not permitting minors (under 18) in gaming area.
- ❖ Ensuring all legislative requirements related to cheque cashing, payment of winnings and financial transactions are implemented and encouraging patrons to develop responsible practises in the use of finances for gambling purposes.
- ❖ Not giving credit. Not cashing cheques.
- ❖ Ensuring all winning payments over \$2,000 is paid by cheque.
- ❖ Providing and maintaining a pleasant and safe gambling environment.
- ❖ Providing an effective self-exclusion scheme and encouraging patrons to take responsibility for their gambling activity.
- ❖ Promoting G-line and other gambling counselling services.
- ❖ Ensuring that all approved signage is on gaming machines and ATM's.
- ❖ Displaying approved information brochures in the gaming area and throughout the Club.
- ❖ Placing clocks throughout the gaming area.
- ❖ Promoting responsible gambling practises that conform to local community standards and expectations.
- ❖ Practising responsible advertising and promotions related to gambling and ensuring compliance with relevant legislation.
- ❖ Responsible handling of personal information relating to gambling patrons to protect their rights of privacy.
- ❖ Informing and training staff of legislative requirements and harm minimisation issues and the risks of not complying and taking appropriate steps to promote patron and employee care.

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4.5...Problem-Gambling Counselling

Earlwood Bardwell Park RSL Club is a member of the "ClubSafe" program.

ClubSafe is the club industry's Responsible Conduct of Gambling Program.

Details of ClubSafe are available at:

(<http://www.clubsnsw.com.au/Content/NavigationMenu/AboutUs/ClubsNSWServices/ClubSAFEProgram/default.htm>)

The club displays a notice of the name and contact details of this provider. If a patron enquires about problem gambling counselling, staff will ensure that the person is made fully aware of ClubSafe, G-Line, or any other provider near the gambler's residence. Any person identified as a problem gambler, will also be advised of the Club's Self-Exclusion Scheme. ClubSafe brochures, detailing information on counselling and the G-Line service, are also prominently displayed and readily available at the Club. The club and all staff take an active role in ensuring this information is available and known to any potential problem gamblers.

4.6...Self-Exclusion Scheme

Earlwood Bardwell Park RSL Club has adopted the ClubSafe self-exclusion scheme. Appropriate staff training ensures that staff knows when to talk to patrons about self-exclusion and how to process their request: Extract of the clubs policy attached. (*Appendix 2*)

- ❖ The club or an employee cannot refuse a participant's request to participate in the scheme.
- ❖ On receipt of a request, the Duty Manager will explain the process to the person and present the relevant documentation.
- ❖ Allows a participant to obtain independent legal or professional advice, at the participant's expense, before signing the appropriate forms as to the meaning and effect of the undertaking.
- ❖ Ensures that all participants sign a written undertaking not to gamble in the Club, which clearly states the period of exclusion. Furthermore, the Club does not allow a participant to withdraw from the undertaking without the consent of ClubSAFE, who will ensure the participant undergoes a rigorous assessment process to ascertain the progress the person has made in managing their gambling problems. The Club employs the minimum exclusion period as per the ClubSAFE model.
- ❖ Ensures all appropriate information about gambling related counselling and treatment services are displayed and available to patrons, on relevant signage and in brochures within the Club.
- ❖ Ensures staff is equipped to identify participants by displaying a recent photograph in areas accessible only to gaming staff as well as a folder with the details of all participants in it. The importance of identifying participants is emphasised in staff training.
- ❖ Displays signs in the gaming area & reception foyer, advertising the accessibility of the self-exclusion scheme.

4.7...Incident Log

Earlwood Bardwell Park RSL Club operates a comprehensive Incident Log.

This is a comprehensive Electronic Recording System. The implementation of the database is the responsibility of the CEO and his Assistant. They are entrusted by the Board to carry out the clubs RCG policy and record and act on any or all incidents during their shifts. This includes incidents that may be relevant to compliance with the club's Responsible Conduct of Gambling policies and responsibilities under the law.

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5.0...Local Community and Related Issue

The club understands the social issues prevalent in Rockdale. The Rockdale City council has completed detailed studies into the socio economic issues in the community and has developed a 94 page comprehensive City Plan (<http://www.rockdale.nsw.gov.au/Pages/pdf/CityPlan2012.pdf>) and a 104 page Community Research Project. Rockdale City Council's Social Plan for the community is viewable at:

<http://www.rockdale.nsw.gov.au/Pages/pdf/AboutCouncil/CommunitySurvey2012Results.pdf>

The Earlwood Social Plan has been prepared in accordance with the draft Social and Community Planning Guidelines under the Local Government (General) Amendment (Community and Social Plans) Regulation 1998. The major objective of the study was to analyse the available community services and facilities as they relate to the perceived and real needs of the community.

The Earlwood Bardwell Park RSL Club believes that it both assists and participates in the objectives of this plan.

As such, Earlwood Bardwell Park RSL Club would like to direct the additional funds, as detailed in Paragraph 2.4..."Increased Spend on Community Grants", direct to these organisations requiring the greatest need.

Shareholders and the workforce of most companies involved in the operation of the venue should derive some socioeconomic benefit if the Threshold Application meets approval. Similarly, Local Community organisations and charities will derive a direct social benefit from sponsorship and contributions from the Applicant by the approval of this Threshold Application.

5.1...History and Demography

Earlwood Bardwell Park RSL is located in the Rockdale LGA and is situated between Bardwell Park railway station and Wolli creek. The club also owns and manages the Earlwood Bowling and Recreation Club, Licence # 227022.

The City of Rockdale was originally known as the West Botany Municipality. The Municipality of West Botany was declared on the 13th January 1871 and covered nine square miles in 1884. It included much of the land which was later used to build Sydney Airport. The West Botany name was officially changed to Rockdale in 1887, when land was being sub-divided for residential development. Among the main developers during this period was Frederick Jamison Gibbes, a Member of Parliament whose name is perpetuated by Gibbes Street in Banksia.

The area of the municipality was reduced when the mouth of Cooks River was moved further south of its original position in the mid 1940s, to allow for the extension of Sydney Airport. Only a small part of the airport remains in the local government area today. As the city's population increased, more suburbs were created within its boundaries. The Municipality of Rockdale was declared a city in 1995, and is now known as the City of Rockdale.

Bardwell Park Demographics

(http://www.rockdale.nsw.gov.au/Pages/Rockdale_Sub_Bexleynorth.aspx)

Population	2,386	Total Properties	930
Families	658	Average Weekly Rent	\$300
Workforce	1,192	Average Weekly Mortgage	\$500
Average Age	37	Average Household Size	2.8
Average Weekly Income	\$522	Average House Price...in 2008	\$679,000

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Rockdale LGA Overall Demographics

From the Australian Bureau of Statistics 2006, the age distribution of the 129,962 residents breaks down as follows:
(http://www.olgr.nsw.gov.au/pdfs/Social_Profile_Reports/5_Social_Profile_Rockdale.pdf)

Population			
Age Group	Males	Females	Total
Under 15	8,233	7,770	16,003
15-17	1,466	1,395	2,861
18-24	4,351	4,286	8,637
25-34	7,935	7,550	15,485
35-44	6,786	6,972	13,758
45-54	5,558	5,805	11,363
55-64	4,874	4,741	9,615
65-74	3,310	3,614	6,924
75+	2,941	4,543	7,484
Total	45,454	46,676	92,130

3.11%	2,861 residents are 15 to 17 years old	4.1% in NSW
20.48%	28,942 residents are under 18 years old	
9.37%	12,072 residents are 18 to 24 years old	
31.74%	39,720 residents are 25 to 44 years old	
26.08%	30,166 residents are 55 or older	24.8% in NSW
79.52%	98,942 residents are over 18 years old	76% for NSW

5.2...Map of Club Location

The Club is located in the Rockdale LGA, which has an estimated population of 92,130 residents. Displayed below, is a Reproduction of a Map Display of the Club's location with overhead view.



6.0...Conclusion

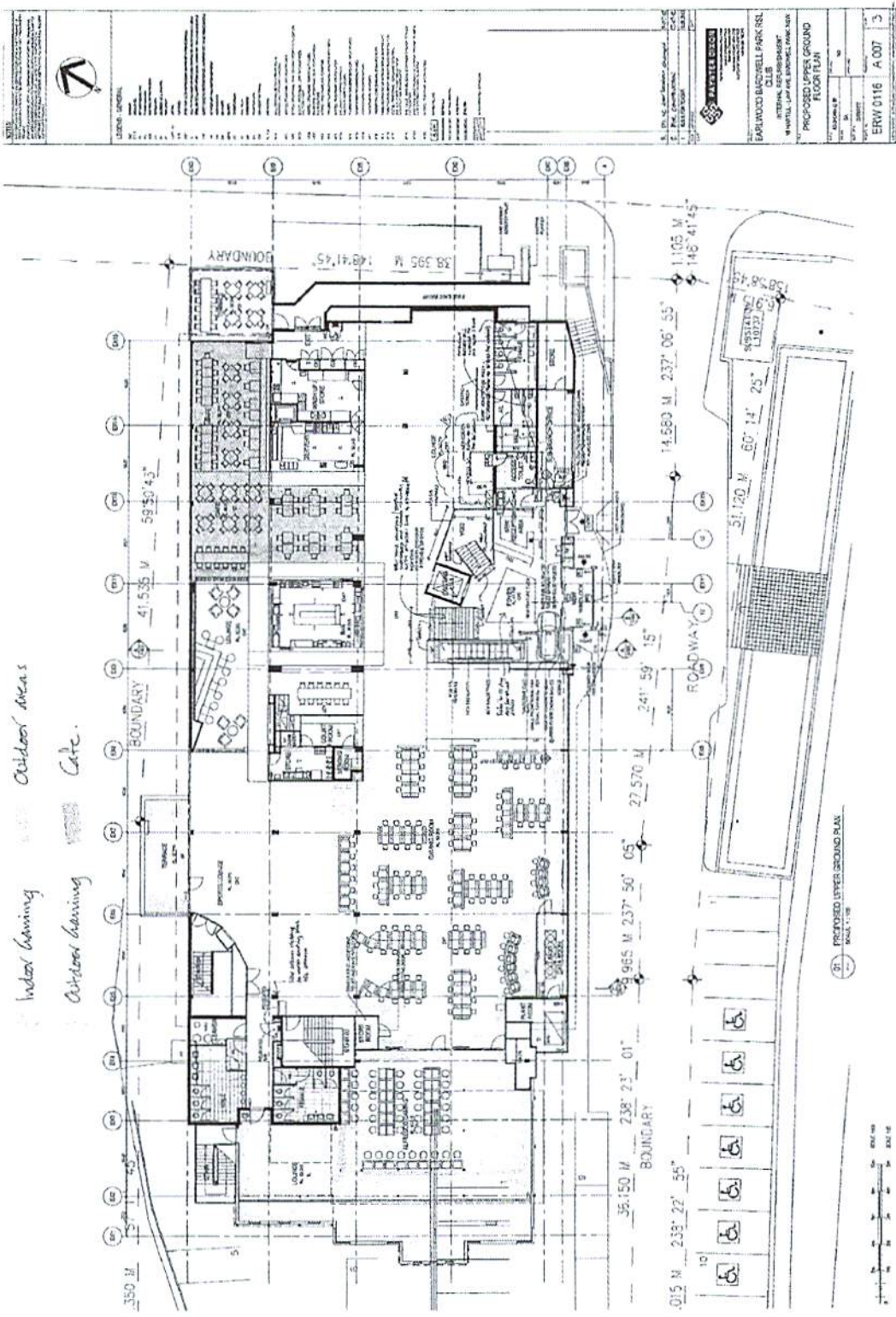
The expected increase in Revenue from an installation of 14 poker machines at the Club would help improve the venue and significantly provide greater contributions within the local community. On approval of this submission, it is the Club's commitment to provide additional community funding as explained in Section 2.4. These additional funds will undoubtedly make a substantial difference to the health and well-being of those families requiring support from these Services in the region. The Club is undertaking all efforts, in every area of the Clubs operations, to ensure a positive future for its patrons and the community as a whole.

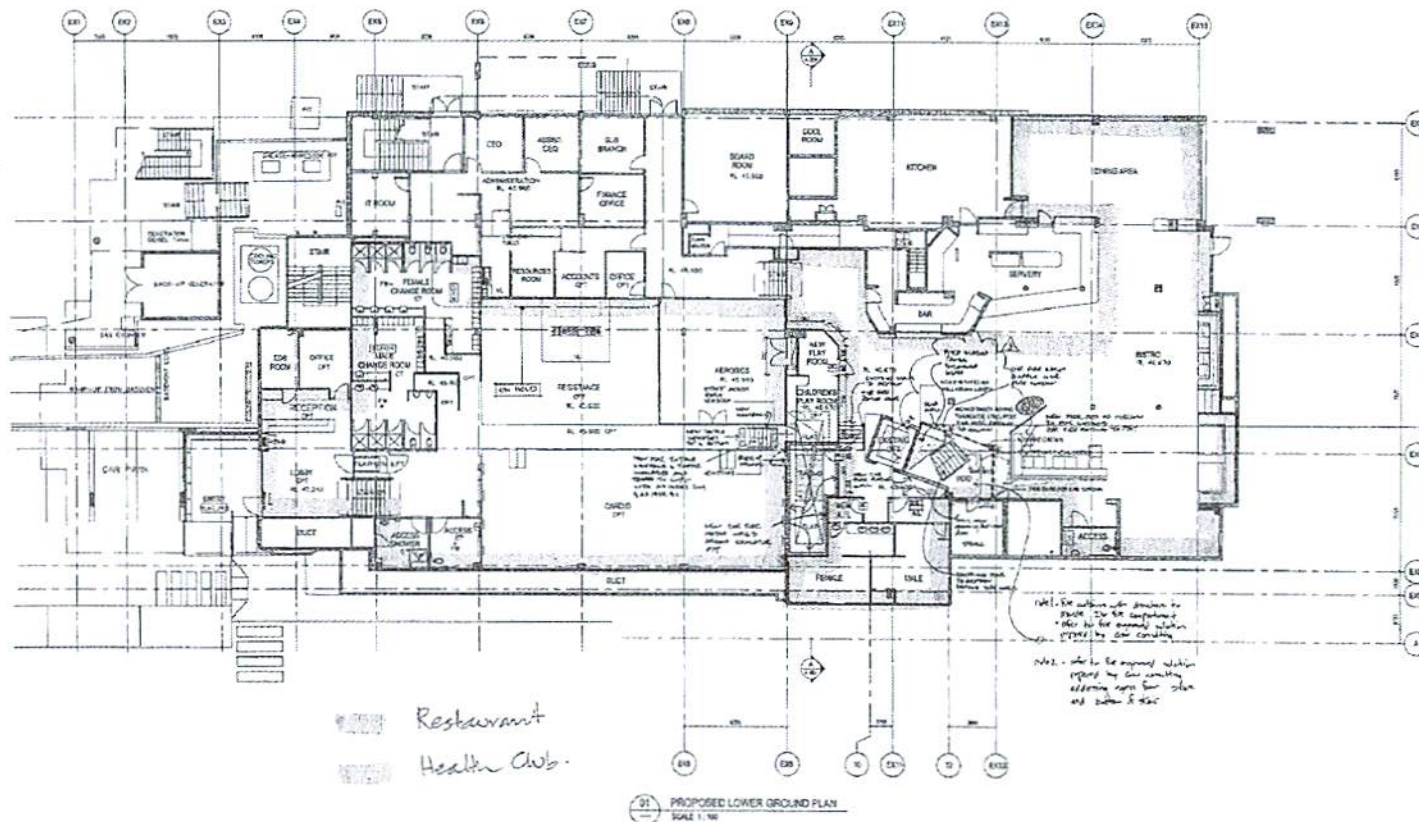
The Club will undertake all the measures in this report to ensure that the Club conducts its gambling activities in a responsible manner to expose its commitment as significant with responsible gambling compliance and attitude.

Earlwood Bardwell Park RSL Club appreciates that they have met all the necessary Legislative requirements and in combination with the extensive harm minimisation and problem gambling initiatives and commitments, indicate a low range increase of 14 poker machines in the Club will result in a net positive outcome to the region.

John Fitzgibbon
Chief Executive Officer
By Order, the Board of Directors
Earlwood Bardwell Park RSL Club

Prepared by
GPM
consulting & brokerage





<p>NOTES</p> <p>1. All dimensions are in millimeters unless otherwise stated.</p> <p>2. All dimensions are to the center of the wall unless otherwise stated.</p> <p>3. All dimensions are to the center of the door unless otherwise stated.</p> <p>4. All dimensions are to the center of the window unless otherwise stated.</p> <p>5. All dimensions are to the center of the staircase unless otherwise stated.</p> <p>6. All dimensions are to the center of the lift unless otherwise stated.</p> <p>7. All dimensions are to the center of the ramp unless otherwise stated.</p> <p>8. All dimensions are to the center of the car lift unless otherwise stated.</p> <p>9. All dimensions are to the center of the car lift unless otherwise stated.</p> <p>10. All dimensions are to the center of the car lift unless otherwise stated.</p>	
<p>LEGEND - GENERAL</p> <p>1. All dimensions are in millimeters unless otherwise stated.</p> <p>2. All dimensions are to the center of the wall unless otherwise stated.</p> <p>3. All dimensions are to the center of the door unless otherwise stated.</p> <p>4. All dimensions are to the center of the window unless otherwise stated.</p> <p>5. All dimensions are to the center of the staircase unless otherwise stated.</p> <p>6. All dimensions are to the center of the lift unless otherwise stated.</p> <p>7. All dimensions are to the center of the ramp unless otherwise stated.</p> <p>8. All dimensions are to the center of the car lift unless otherwise stated.</p> <p>9. All dimensions are to the center of the car lift unless otherwise stated.</p> <p>10. All dimensions are to the center of the car lift unless otherwise stated.</p>	
<p>EARLWOOD BARDWELL PARK RSL CLUB</p> <p>INTERNAL REPAIRS/RENOVATION</p> <p>12 MONTHS - CARPENTRY, PAINTING, PLASTER</p> <p>PROPOSED LOWER GROUND FLOOR PLAN</p> <p>DATE: 10/10/10</p> <p>BY: J. H. H. H.</p> <p>PROJECT: ERW 0116 A 006 3</p>	

14. RESPONSIBLE CONDUCT OF GAMING – HOUSE POLICY

EBP RSL Club aspires to achieve a harm minimisation objective with regard to Responsible Conduct of Gambling. In conjunction with the Clubsafe commitment to Responsible Gambling, our Club has implemented the following initiatives:

- All staff involved with the service of gambling are trained to assist members or guests who may experience problems with gambling.
- Providing a pleasant and safe gambling environment.
- Providing gambling services and practices that adhere to the specific guidelines as set out in the legislation.
- Signs have been placed in appropriate locations throughout the club, listing a 24-hour free and confidential gambling telephone help line along with the provision of a free counselling and assessment session.
-
- Brochures promoting responsible gambling which list counselling services have been made available to members and guests.
- Providing a self exclusion program to assist patrons whom may have a gambling problem.
- Informing patrons and staff of the Club's responsible gambling policy and programs as well as the availability of support for problem gamblers.
- Responsible promotion of gambling within the Club.

Self Exclusion

The Self Exclusion is a facility to be used if people feel they need to take a break from our venue and/or gaming area. Once Self Exclusion has been placed, it cannot be removed. Self-Exclusion enables the player to exclude themselves from the site for a period of 3 - 6 months during which time they cannot enter the Club Gaming area.

EBP RSL is aware that occasionally some people develop problems with gambling.

At EBP RSL we have made it our goal to make your visit to the club memorable. Gaming is offered as part of our overall entertainment package. We are concerned however, if a patron involves themselves in gaming to the extent that it may become harmful, and as such we believe that the implementation of a sound policy on responsible service of gaming is important not only to EBP RSL and its members but to the community as a whole. The Board and Management of EBP RSL make a commitment to responsibly operate gaming machines in a safe environment for all patrons and the local community, and at all times protect the interests of all players.

1. EBP RSL will conduct all aspects of its business in a professional and responsible manner and will uphold its commitment to the provision of responsible service of gaming.
2. We will ensure that management and all staff are familiar with and abide by all relevant government legislation.
3. EBP RSL will maintain its commitment to training and staff development in all aspects of club operations with particular regard those area that effect, either directly or indirectly, our patrons and their families such as the responsible service of gaming. Staff will be continually assisted and encouraged to update and further their training in these areas.
4. Earlwood-Bardwell Park RSL Club employees are not counsellors, however any patron experiencing difficulty in coping with a gambling problem will be given confidential assistance in seeking professional counseling.

Responsible Gaming Liaison; EBP RSL has designated a senior member of staff to be the contact point should a patron express concern about their gambling. Their duties include patron care, provision of training, education and the management of self-exclusion deeds and barring procedures. The responsible gaming liaison will conduct themselves in a highly professional manner and will deal with each case in the strictest of confidence.

5. EBP RSL supports a policy of self-exclusion. Should a player wish to exclude themselves from gaming and or the premises entirely, the gaming liaison will provide all the necessary documentation (such as self exclusion deed) and will provide information on the implications of such proceedings as well as the required information on self help and counselling agencies as mentioned before. If a patron does self exclude staff will actively seek to exclude this person from gaming.
6. Automatic Teller Machines (ATM's) will not be located in our gaming area and will be limited to savings and cheque accounts only. Any prize that exceeds \$2000 will be paid by cheque. EBP RSL respects the confidentiality of all gaming patrons

This policy will be adopted by all staff and management in the best interest of all patrons.