

Appendix 1

BetSafe Responsible Gambling Program

Prepared by:



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The BetSafe Responsible Gambling Program

The BetSafe Responsible Gambling Program was developed in 1998 by responsible gambling expert Paul Symond. BetSafe is considered the leading program of its kind in the world and now has a membership of over 40 clubs in NSW and the ACT. It is a detailed, comprehensive and integrated program that has been proven effective for more than a decade.

The Productivity Commission in its landmark report on Australia's Gambling Industries said:

BetSafe, an initiative of a number of large New South Wales clubs, represents the most thorough and coherent approach of its kind.

BetSafe is a complete program that gaming venues can either adopt and implement immediately or modify to suit their specific requirements. If modification is required, BetSafe staff will advise and assist in every area.

BetSafe aims to cultivate an environment which opens up avenues for people to come forward before they hit crisis point, in other words create a safety net approach. We all acknowledge the recreational and social side to gambling but need to be more than just mindful about the group of people for whom gambling becomes anti-social.

Staff regularly visit BetSafe member venues to ensure compliance with legislation and BetSafe procedures and provide immediate advice on all responsible gambling queries.

BetSafe provides a combination of effective staff training and comprehensive policies and procedures; together with a well-resourced counselling service and self exclusion program, which ensure that the highest level of support is available to those patrons who realise that their gambling is out of control, and importantly, are ready for help.

For more information on the BetSafe Responsible Gambling Program, call us on **02 9874 0744**.



Benefits of BetSafe

The BetSafe Program of Responsible Gambling offers many advantages over other programs, including:

- Ongoing prompt advice and assistance ensures that management and staff correctly and confidently respond to problem gambling incidents
- BetSafe's integrated self exclusion and counselling programs provide effective help for patrons
- Detailed advice on responding to incidents provided in writing
- 24 hour a day crisis intervention is available from counsellors who specialise in problem gambling issues
- Re-entry assessment procedure
- Legal information on application of responsible gambling laws
- Program branding raises general patron awareness of responsible gambling
- Detailed manuals, policies and procedures and other materials provide clearly expressed essential information
- Regular compliance audits
- Comprehensive staff training, delivered on-site, at times to suit client

Overall, BetSafe provides the best assistance for patrons, the best resources for management, the best training for staff and the best responsible gambling program for clubs.

For more information on the BetSafe Responsible Gambling Program, call us on **02 9874 0744**.



BetSafe Services

BetSafe is the leading independent responsible gambling program provider in Australia. The following services are included as part of the BetSafe Responsible Gambling Program:

- [Counselling](#)
- [Self Exclusion](#)
- [Training](#)
- [Employee Assistance Program \(EAP\)](#)
- [Legal Advice](#)
- [Audit Program](#)
- [24-hour Staff Support Hotline](#)
- [Policies and Procedures Manual](#)
- [Literature](#)

Counselling

BetSafe specialises in addiction counselling and we have over a decade in working with problem gamblers. BetSafe provides telephone counselling, face-to-face counselling, crisis counselling and counselling for gaming industry staff.

All gaming venues in NSW are required to enter into an arrangement with an approved provider for problem gambling counselling services which will be made available to patrons. BetSafe is an approved provider.

BetSafe provides a free 24-hour, 7 day a week, 365 days per year problem gambling counselling service for patrons of BetSafe members and their immediate families. Immediate intervention is provided for crisis situations (when a patron threatens to self-harm) and follow-up is provided.

Counselling is immediate by telephone and face-to-face appointments. There is no waiting list. Appointments are arranged for the same day, or at the very latest, the following day. In addition to appointments during business hours, counsellors are also available outside of business hours and on weekends. Counselling focuses on practical strategies to assist problem gamblers and their families.

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Self Exclusion

BetSafe is one of only 3 providers approved by the N.S.W. Government to provide a self

exclusion program for N.S.W. clubs and hotels.

Our self exclusion program is efficient and effective. BetSafe offers on-site self exclusion, off-site self exclusion and third party exclusions. We provide counselling assessments for excluded patrons who are considering whether to return to gaming venues. BetSafe has developed a web-based self exclusions process that enables venues to utilize the latest technology.

BetSafe has developed procedures to ensure that its self exclusion program is available in an effective, convenient process. Staff training ensures that staff know how to talk to patrons about self exclusion and can correctly process a request for self exclusion.

Many problem gamblers gamble at more than one club. BetSafe's multiple exclusion procedure enables a patron to self exclude from up to 10 nominated clubs at a time.

For those patrons whose gambling is causing harm but who refuse to self exclude, BetSafe has developed an involuntary exclusion process. When such a situation arises where an involuntary exclusion may be necessary, BetSafe will provide expert advice on how to proceed with the matter. All recommendations are in writing.

BetSafe also manages requests from patrons who wish to end their period of self exclusion. This procedure requires the excluded patron to provide evidence that they can manage their gambling, including an assessment interview by a BetSafe counsellor.

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Training

The interaction of gaming venue staff with patrons is a most important factor in minimising the potential negative impacts of gambling. BetSafe trained staff are able to correctly respond to patrons who disclose a possible gambling problem. Staff are more confident, positive and productive after receiving BetSafe training.

BetSafe training courses are an integral part of the BetSafe program. BetSafe offer a range of courses including introductory Gambling Awareness, mandatory Responsible Conduct of Gambling (with Canterbury-Hurlstone Park RSL) and specialist courses for management and marketing staff.

BetSafe training courses are available to all staff of BetSafe venues. BetSafe have developed a number of courses and also have accredited trainers for the mandatory Responsible Conduct of Gambling course.

Training Courses

- Responsible Conduct of Gambling (NSW)
- Responsible Conduct of Gambling (ACT)
- Gambling Contact Officer (ACT)
- Problem Gambling Awareness
- Problem Gambling Awareness Refresher Course
- Intervention Training Course

- Intervention Training Refresher Course
- Staff Gambling Course
- School Education Modules
- NRL Football Club Gambling Lectures

Training Workshops

- Human Resources Managers Workshop
- Marketing Managers Workshop

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Employee Assistance Program (EAP)

BetSafe offers free counselling to the staff of member venues and their immediate families who may be affected by gambling, alcohol, relationship breakdown or other personal crisis. Referrals may be made to specialist services or other health professionals will be made where appropriate.

Gaming industry employees are at higher risk of developing gambling or alcohol problems than the general population. BetSafe's Employee Assistance Program has helped many gaming industry staff to overcome their gambling and alcohol problem and keep working in the industry.

Staff can self-refer to the BetSafe Employee Assistance Program and be assured of complete confidentiality.

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Legal Advice

The gaming industry is highly regulated and there are many duty of care issues in providing gaming activities. Club management value BetSafe's legal advice on all responsible gambling issues. Legal information is provided on specific questions relating to responsible gambling laws, possible risks of litigation, changes to legislation, court cases involving gambling issues and other questions of interest to clubs. This legal information is intended to reduce the exposure of the club to litigation or adverse publicity.

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Audit Program

To ensure compliance with legal requirements covering signage, advertising and related matters, BetSafe conducts regular on-site audits of member clubs and provides written reports indicating any areas which may require attention. This enables BetSafe members to be confident that they are complying with legal requirements.

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24-hour Staff Support Hotline

Duty managers and other staff can access the BetSafe helpline, available 24 hours 365 days per year. The BetSafe helpline can assist with:

- Crisis situations, e.g. where a patron threatens to self-harm;
- Assistance with processing requests for self-exclusion;
- Advice on how to respond to incidents which may involve problem gambling;
- Information to ensure compliance with the legislation, and duty of care issues.

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Policies & Procedures Manual

A full set of Responsible Gambling policies and procedures are set out in each club's BetSafe Policies and Procedures Manual. These manuals are updated regularly to incorporate new and current legislation. The 140 page Policies and Procedures Manual provides detailed information about the practical application of responsible gambling legal requirements, financial management, minors policy, self-exclusion, and more. The manuals provide forms, flow charts and a wealth of other information.

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Literature

BetSafe member venues have access to a comprehensive collection of BetSafe signage, brochures and stickers. BetSafe have a range of mandatory and non-mandatory signage which can be displayed throughout the club in order to inform patrons about the clubs commitment to responsible gambling. A number of brochures have been developed to inform patrons about various forms of help along with self-assessments and strategies to ensure that gambling does not become a problem. BetSafe member clubs are also able to purchase the mandatory stickers which are required to be displayed on all gaming machines in NSW.

Visit our [resources section](#) for a comprehensive listing of BetSafe signage, brochures and stickers.

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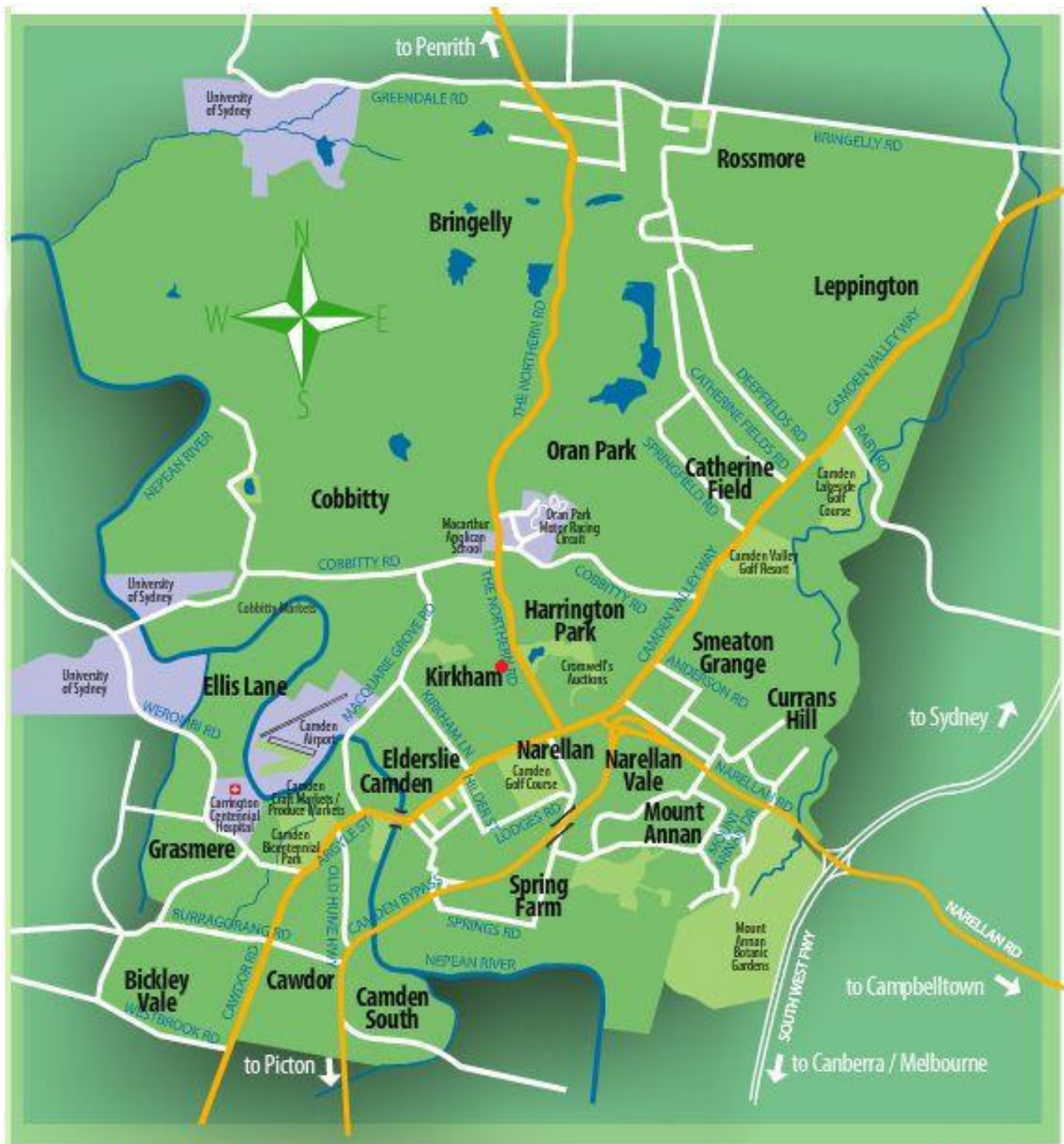
Appendix 2

LGA Map

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Camden Local Government Area

• Venue

Appendix 3

Local Community Map

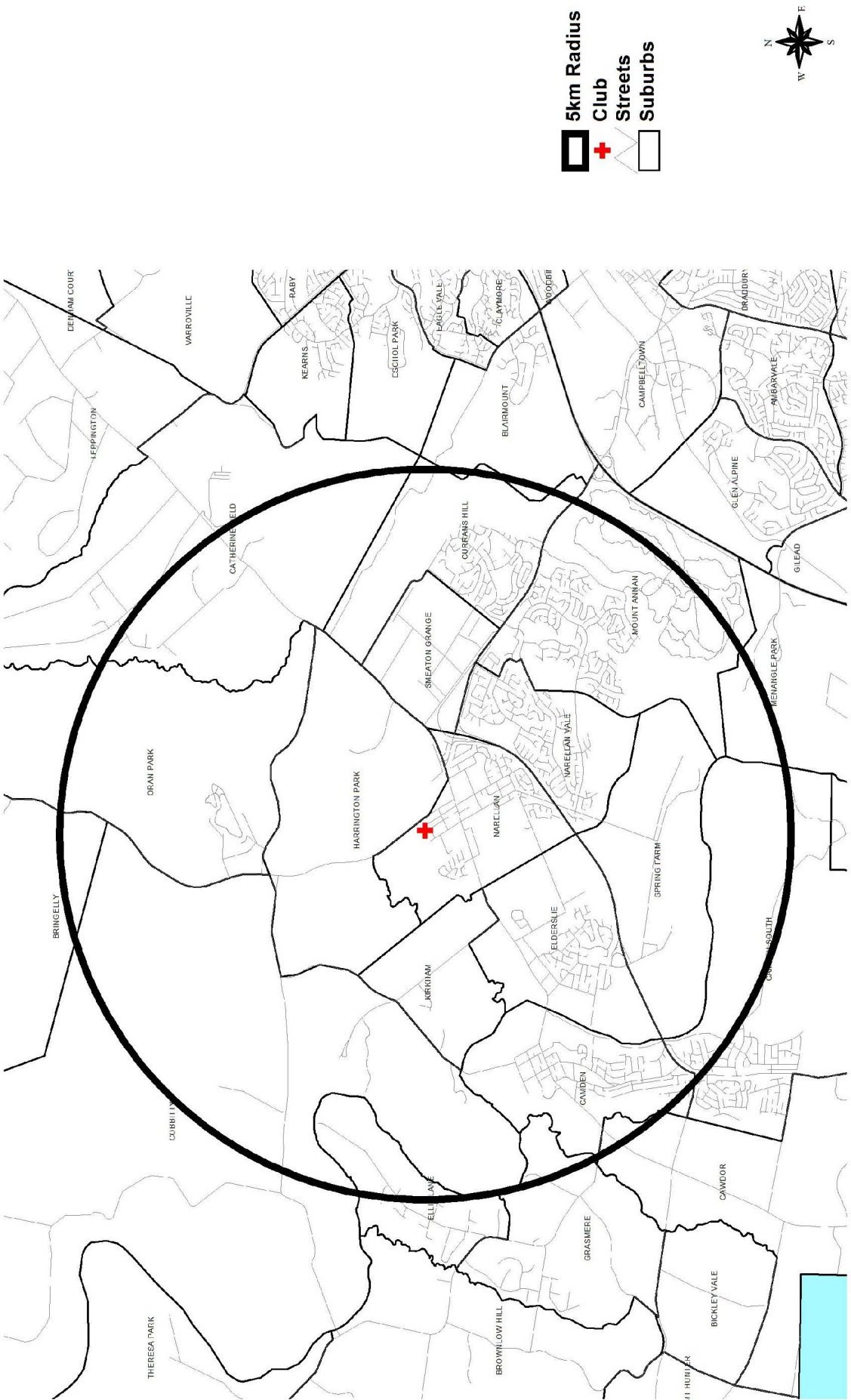
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Lawler Partners

5km Radius: Narellan Country Club



Appendix 4

Layout of Venue

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Appendix 5

Construction Related Positive Contributions

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Construction related positive contributions

Preliminary estimates obtained by the Applicant for the redevelopment of the Venue and surrounding site, is \$30 million. Applying input-output tables from the National Accounts (based on 1996-1997 data), the following economic effects may be expected from a project of this scale: every \$1 million worth of output in the commercial construction industry results in the creation of 6 direct FTE positions and 17 FTE positions across the economy as a whole, due to the initial, first round, industrial support, production induced, and consumption induced multiplier effects. These effects and the relevant output and employment multipliers underpinning the estimates are tabulated below:

Table 1: Commercial/Industrial Construction Industry Multipliers

Impact	Initial Effects (1)	First Round Effects (2)	Industrial Support Effects (3)	Production Induced Effects (4 = 2+3)	Consumption Induced Effects (5)	Total Multiplier (6=1+4+5)
Output (\$m)	1.000	0.456	0.425	0.881	0.915	2.796
Employment (no.)	6	3	2	5	6	17

Applied to the total cost of construction of \$30 million for the Applicant's proposed development, the project would be expected to generate \$83.88 million of economic activity and 510 full time equivalent jobs during the construction period. The total number of additional persons employed may in fact be higher, as some of the positions created may not be on a full time basis, and thus would account for only the relevant proportion of one FTE position.

If it was conservatively assumed that 40% of the additional economic activity and employment was to directly positive contribution the local economy, an injection of \$33.55 million would result. It is recognised that this is a short term economic stimulus, but of such magnitude that its significance should be taken into consideration, in this local economy. Even if the effect were to be considered over a number of years beyond the construction period, the overall effect remains significant.