

NORTH BONDI RSL

GAMING PLAN OF MANAGEMENT

Version	Date	Approved by	Next review date
1.0	August 2024	Jason Linke	August 2025
2.0	March 2026	Kia Mehr	March 2027

1.0 INTRODUCTION

North Bondi RSL is committed to responsible gambling and as such have developed a plan of management in consultation with North Bondi RSL board and management team to promote responsible service and delivery of gambling products.

This plan highlights our current initiatives and support services that are available to our customers and team to improve the overall standard of customer care and encourages a responsible gambling culture.

This Gaming Plan of Management has been adopted at:

North Bondi RSL (LIQC300229130)

118-120 Ramsgate Avenue, North Bondi NSW 2026

A copy of this document can be found on the Club website.

North Bondi RSL is located in the SA2 of Bondi Beach - North Bondi, which at the time of updating is a Band 1 and is licenced to operate 15 gaming machines. There are currently 12 EGMs in operation.

For more information, please email feedback@nbrslc.com.au

2.0 CLUB SAFE MEMBER

North Bondi RSL are a member of Club Safe which is the club industry's leading best practice and preferred responsible gaming program in NSW. It is based on a Multi-Venue Self-Exclusion (MVSE) program designed to assist people with a gambling problem by self-excluding them from multiple venues around which they live, work and socialise.

3.0 OUR VENUE

North Bondi RSL has an electronic gaming system installed which allows for the reporting of meters in fifteen minutes increments and gives management visibility of activity occurring on each gaming machine throughout the day.

North Bondi RSL has CCTV cameras located at the entrance to the venue, the entrances to the gaming floor and throughout the gaming floor.

4.0 OUR CUSTOMERS

The decision to gamble lies with the individual and represents a choice, and in order to properly make that choice individuals must have the opportunity to be informed.

North Bondi RSL is committed to providing appropriate information to all individuals including those from different cultural and linguistic backgrounds, so they are able to make informed decisions consistent with their personal preferences and individual circumstances.

North Bondi RSL takes the issue of responsible gambling very seriously and actively promote the following initiatives to ensure all patrons to our club are aware of such services available to them.

4.1 Self-Exclusion

The ClubSAFE Multi-Venue Self-Exclusion (MVSE) Program is an online system designed to enable people with a gambling problem to self-exclude from our venue as well as multiple venues around where they live, work and socialise. North Bondi RSL will initiate self-exclusion when requested by a patron at any time during its open hours.

The ClubSAFE MVSE Program removes barriers for people with a gambling problem such as the difficulty of visiting multiple venues or the embarrassment of visiting their local club to place the exclusion and makes the process easier for a person with a gambling problem.

A patron can self-exclude by speaking to a duty manager at the club or by contacting a gambling help.

The minimum period for a self-exclusion is six months. Once a patron agrees to stay away from the club for a specific time, our venues have processes in place to help them honour that commitment.

If a patron breaches their self-exclusion, it is reported through the MVSE program for assessment by trained counsellors. North Bondi RSL is considering procuring facial recognition technology to assist in identifying self-excluded patrons entering the premises.

North Bondi RSL has an electronic sign in system at reception which assists with identifying and preventing breaches of self-exclusion.

4.2 Partial Self-Exclusion

A partial self-exclusion allows a patron to exclude themselves from gambling activities at the club such as TAB/KENO and/or gaming machines, but still allows them access to other club facilities including restaurants, bars and other entertainment.

A patron can self-exclude by speaking to a duty manager at the club or by contacting a gambling help counsellor.

The minimum period for a self-exclusion is six months. Once a patron agrees to stay away from the gaming activities of the club for a specific time, our venues have process in place to help them honour that commitment.

If a patron breaches their self-exclusion, it is reported through the MVSE program for assessment by trained counsellors.

4.3 Counselling Services

As required by law, North Bondi RSL display problem gambling brochures at critical points within the venue and have a wide range of these brochures in many languages to help with our culturally diverse community. These brochures contain details about the

ClubSAFE Counselling Service and Gambling Help Line:

GambleAware Helpline - 1800 858 858

ClubSAFE Counseling Service - 1800 997 766

The management team at our venue are proactive in handing out the relevant information to patrons in need. North Bondi RSL will display information about local support services in strategic locations, like the bathroom, gaming floor and on digital displays.

4.4 Welfare Checks

North Bondi RSL aims to ensure all our patrons have a positive experience this includes undertaking welfare checks on any guests who may be at risk of problem gambling. Our management and frontline team are vigilant in monitoring our patrons undertaking any gambling activity. If they are showing signs of extended play or distress, a duty manager will conduct a welfare check to gauge their mood, stress level and assertiveness and if required undertake the steps necessary whether that be encouraging them to take a break, explaining our exclusion or counselling services or asking them to leave the environment.

All encounters are recorded in our gaming incident register.

Indirect interactions such as daily announcements are made over the Clubs PA system to encourage customers to take regular breaks from gaming machines. Such announcements are regarding other events, promotions or services (such as courtesy bus departures) that are underway.

After midnight, welfare checks as well as direct and indirect interactions with customers will be increased to provide more opportunities for breaks in play and assessing the welfare of the patrons engaging in gambling activities after midnight.

4.5 Signs of Problem Gambling

Some of the signs of problem gambling are listed below. Staff are to remain vigilant in detecting any of the indicators mentioned below whilst on duty. If uncertain whether a patron is exhibiting any of the signs of problem gambling, the staff member is encouraged to speak with the duty manager and/or the Responsible Gambling Officer.

GENERAL WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Starts gambling when the venue is opening, or only stops when the venue is closing - Gambles most days <i>Behaviour during play</i> - Gambles on more than one machine at once - Rushes from one machine to another - Significant increase in spending pattern - Complains to staff about losing, or blames venue or machines for losing - Rituals or superstitious behaviours (rubbing or talking to machine)	<i>Money</i> - Asks to change large notes before gambling - Uses coin machine at least four times	On their own, these may be early warning signs. A patron showing several of these signs could be experiencing problems with gambling. - Monitor the patron's behaviour. - If you notice a patron who is showing two or more of these signs, record what you have noticed and tell your manager.
PROBABLE WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Finds it difficult to stop gambling at closing time <i>Behaviour during play</i> - Often gambles for long periods (three or more hours) without a proper break - Plays very fast - Gambles intently without reacting to what's going on around them	<i>Money</i> - Gets cash out more than once through ATM or EFTPOS - Avoids cashier, and only uses cash facilities - Puts large wins back into the machine - EFTPOS repeatedly declined <i>Social behaviours</i> - Becomes angry or stands over others if someone takes their favourite machine/spot	A patron showing any of these signs is much more likely to be experiencing problems with gambling. - Monitor the patron's behaviour. - Record what you have noticed and tell your manager, who will speak with the patron. - If a patron shows two or more of these warning signs, follow the steps for strong warning signs (below).
STRONG WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Gambles from opening to closing <i>Behaviour during play</i> - Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)	<i>Money</i> - Tries to borrow money from other patrons or staff <i>Social behaviours</i> - Tells staff that gambling is causing them problems - Significant decline in personal grooming and/or appearance over several days - Friends or family raise concerns - Tries to hide their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there)	A patron showing any of these warning signs is probably experiencing problems with gambling. - Monitor the patron's behaviour - Record what you have noticed, and tell your manager, who will speak with the patron, refer them to support and counselling services, offer them the opportunity to self-exclude, or recommend an exclusion order if the patron is at risk of harm or at risk of causing harm to others.

At-risk Gambling Behaviour is gambling behaviour that leads to gambling harm because it involved:

- Spending more money on gambling than a person can afford based on their income and financial commitments: and/or
- Spending so much time on gambling that it interferes with the person's relationships, social life and/or work responsibilities

Gambling Harm refers to difficulties or other negative consequences that result from excessive gambling and affect the wellbeing of the person and/or their loved ones in many areas of their daily lives. Gambling harm can affect people's physical and mental health as well as their financial wellbeing, relationships, education and employment, social and psychological wellbeing.

All staff are encouraged to discuss instances of at-risk gambling behaviour with a Responsible Gambling Officer, Duty Manager/Supervisor, or other Senior Staff Members.

5.0 OUR TEAM

North Bondi RSL are committed to facilitating staff training so that we can continue to improve the way we provide a responsible environment for gambling and customer care. Our staff regularly undertake in-house training and refreshers on our policies and procedures.

5.1 Staff Training and Awareness

North Bondi RSL employees undergo regular Responsible Conduct of Gambling (RCG) training to equip them with the skills and knowledge to identify the signs of risky and problematic gambling behaviour and assist problem gamblers.

In addition to the mandatory RCG training, team members undergo training sessions appropriate to their role:

- Multi Venue Self- Exclusion
- • Advanced Responsible Gambling Training
- Compliance Officer Training

These training sessions are vital in keeping our team up to date with industry updates, legislation and most importantly methods to ensure we are adhering to customer care and making it clear to staff that patron welfare is of the utmost importance.

Such training sessions give our team the forum to discuss and establish appropriate policies, procedures and lines of responsibility to provide customer care. These include house policies, clear accountability, reporting mechanisms and follow up procedures for dealing with responsible gambling issues.

Non-gaming staff are required to complete induction to RCG training to ensure that every staff member in the venue is trained to respond appropriately to any customer seeking help or displaying signs of gambling harm.

The Board of Directors are required to complete RCG Oversight training to ensure that there is a structured top down approach to harm minimisation.

The Licensee and any staff employed to undertake the management of gaming machines are required to participate in Advanced RCG training.

Harm minimisation is discussed at all staff meetings, encouraging and recognising staff who are being proactive in recognising at-risk customers, ensuring that all staff understand that patron welfare is of the utmost importance.

Any additional information pertaining to harm minimisation on a daily basis, outside of information recorded in the gambling incident register, is communicated via internal team communications such as shift reporting, emails and online meetings. This ensures that any relevant handover information is passed on to the next person coming onto shift.

Appendix B provides a list of all staff competency records for RCG and ARCG. This list includes expiry date of these competencies and is reviewed monthly to ensure that staff remain current in their training requirements.

5.2 Responsible Gaming Officer

- 5.2.1 The Club is not required to have a Responsible Gambling Officer on duty when gaming machines are operating.
- 5.2.2 The Licensee and any staff who are responsible for the management of gaming machine operations are required to undertake Advanced RCG Training.

5.3 Gambling Incident Register

- 5.3.1 The incidents that must be recorded in a gambling incident register include:
 - a. a patron displays behaviour that indicates the patron is experiencing or at risk of gambling harm
 - b. a patron, or a person who identifies themselves as a family member of the patron, asks for information about a self-exclusion scheme or some form of intervention for the patron
 - c. a breach or attempted breach of a self-exclusion scheme
 - d. an offence, alleged offence or incident involving a minor 10 e)
 - e. details of action taken in response to an incident mentioned in paragraph (a)-(d).

Behaviour that indicates someone is at risk of or experiencing gambling harm is at section 4 of this plan.

Incidents must be recorded as soon as practicable, but no longer than 24 hours after they happen.

A gambling incident register must be kept for three years and made available to police and inspectors. North Bondi RSL is subject to the Privacy Act 1988 (Cth) and related Australian Privacy Principles in the collection and use of information for the incident register.

5.3.2 North Bondi RSL keeps a digital incident register

5.3.3 The licensee is required to review the gambling incident register on a monthly basis and consider what harm minimisation actions can be taken in response to trends in the register.

5.4 Staff Gambling Policy

No staff member is permitted to use gaming machines at the venue during their hours of employment while on shift, including during breaks. Staff who participate in any form of gambling outside their hours of employment are subject to the same requirements as other patrons.

6.0 NSW LEGISLATION

The venue is subject to the requirements of the Gaming Machines Act 2001, the Gaming Machines Regulation 2019, the Liquor Act 2007, and other legislation that establishes basic harm minimisation and responsible conduct of gambling requirements.

Inducement

Inducements are incentives that provide benefits to encourage gambling. Your venue must not offer or supply:

- any free or discounted liquor as an incentive to play gaming machines
- free credits through letterbox flyers, shopper dockets
- any other form of incentive to play gaming machines.

Cash dispensing facilities

- must not provide access to cash from a credit card account
- must not be located in an area where gaming machines are located
- must not be visible from any part of a gaming machine or jackpot prize monitor
- must not be visible from a gaming machine, or entry to the room or area where gaming machines are located
- must be located no less than 5 metres from:
 - For a hotel - an entry to the gaming room if the hotel has a gaming room, and
 - For a hotel - an entry into the room or area where gaming machines are located and
 - For a registered club - an entry to a room or area where gaming machines are located.

Signage for cash dispensing facilities

Signage that advertises or gives direction to cash dispensing facilities must not be visible from:

- A gaming machine, and
- the gaming entry, which includes the room or area where gaming machines are located, and the hotel gaming room.

Gaming machine signage

Signage or advertising for gaming machines must not be:

- Visible from a cash dispensing facility
- Located on, or part of, a cash dispensing facilities, including on a digital display of a cash dispensing facility

A hotel or club must not display, or cause to be displayed, any gambling-related sign outside of in the vicinity or the premises, or inside the premises so that it can be seen from outside the premises.

A 'gambling-related sign' is a sign with anything that:

- draws attention to, or can be reasonably taken to draw attention to, the availability of gaming machines in a hotel or club premises, or
- Uses a term or expression frequently associated with gambling, or
- That relates to a gambling franchise or gambling business.

Gaming machine advertising

By law, hotels and clubs must not publish any gaming machine advertising, This means any advertising that gives publicity to, or promotes participation in gambling activities involving gaming machines.

Publish means to disseminate in any way, including:

- audio: radio
- visual: cinema, video, TV
- written: electronics, internet, promotional.

Advertising that is exempt from the ban includes:

- any advertising that appears in a gaming machine industry trade journal or in a publication for a trade convention involving gaming machines
- any advertising, including signage, that is inside a club or hotel and can't be seen or heard from outside the venue
- promotional material provided by a club to club members that contains gaming machine advertising - if the member has expressly consented to receiving the promotional material and that consent has not been withdrawn.

Promotional material sent by the club must advise the member that:

- their player activity statements are available on request
- they may withdraw their consent, or unsubscribe, to receiving any future promotional
- It must also include information or advertising that is not gaming machine related.

6.1 Minors/Persons Under 18 Years Old

North Bondi RSL is a licensed venue, and as such, no person under the age of 18 is permitted entry into any part of the club, unless they are in the company of an adult or guardian.

Gambling by minors is prohibited. Failure to comply will result in the person being asked to leave.

Signs are displayed at all gaming room entrances banning minors from entering the room. All North Bondi RSL employees share the responsibility for asking for proof of age if they are uncertain whether a customer is at least 18. If relevant verification cannot be produced, the customer will be asked to leave the gaming room.

6.2 Financial Transactions

Staff must award or pay a prize won on a gaming machine to a player who is entitled to the prize in accordance with the Gaming Machines Regulation 2019. The following requirements apply:

- Prizes may be paid as money or in a non-monetary form, but the prize winner must be given the choice to be paid money
- If a prize is awarded in money, the prize must be equal to (but not exceed) the value of the credits accumulated by the prize winner from playing the relevant gaming machine
- A non-monetary prize must not consist of or include:
 - Liquor in any form, or
 - Tobacco in any form, or
 - Knives or knife blades, or
 - Firearms or ammunition within the meaning of the Firearms Act 1996.

- If you offer non-monetary prizes, you must make the following information readily accessible in any area with gaming machines:
 - The nature or form of prizes offered
 - The terms on which the prizes are awarded or paid
 - The right of the prize winner to choose to receive money instead
 - Any option available to the prize winner to transfer a non-monetary prize for another non-monetary item or right
 - If the non-monetary prize will not be made within 48 hours of the request for the prize the time in which the prize will be awarded.
- Monetary prizes must be paid within 48 hours of the request (note- any statewide links may have different rules)
- Non-monetary prizes must be awarded within 48 hours, or within the timeframe stated on the information made available to patrons.

Prizes over \$5,000

If a person claims a prize of more than \$5,000, the amount that exceeds \$5,000 must be paid within 48 hours in one of two ways:

- electronic funds transfer (EFT) to a nominated account - if those means are available - but no sooner than 24 hours after the prize is won.

If the total prize money is more than \$5,000 and the prize-winner requests to have the entire amount paid by crossed cheque or EFT, not just the amount over \$5,000, you must do so.

If the prize is being paid through electronic transfer, the account must be with a financial institution,

North Bondi RSL adhere to the strict rules and regulations relating to the positioning of ATM and EFTPOS Terminals around the gaming floor. North Bondi RSL does not cash cheques for customers.

Winnings \$5,000 and below can be claimed in either cash, cheque or EFT. By law any winnings over \$5,000 will be issued as EFT only. Winnings will only be issued to the person playing the machine at the time of the win.

The Cash Redemption Terminals (CRTs) are set up with a limit of \$5000 per payment. All winnings over this amount need to be paid via the cashier with staff interaction.

Appendix A provides a floor plan indicating the positioning of all ATMs and CRTs located within the venue.

6.3 Venue Gambling Signage and Information

Twice yearly internal signage checks are undertaken by our team at North Bondi RSL using the Liquor & Gaming Self-Audit Checklist to ensure all gaming compliance signage is up to date and maintained.

All advertising and promotions related to gaming undertaken within our club comply with the Liquor & Gaming NSW advertising guidelines.

The following table outlines all of the current compliance signage requirements for North Bondi RSL.

MANDATORY: SIGN 1G – GAMBLING WARNING



"What's gambling really costing you?"
This sign (or a variation of this sign) must be prominently displayed in each gaming area.

This sign is displayed in the following locations:

- Pokies Entrance

MANDATORY: SIGN 5G – GAMBLING COUNSELLING

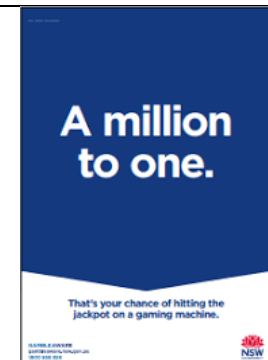


"Need a break from gambling"
This sign (or a variation of this sign) must be prominently displayed in each gaming area.

This sign is displayed in the following locations:

- Pokies Entrance

MANDATORY: SIGN 3G – CHANCES OF WINNING SIGN

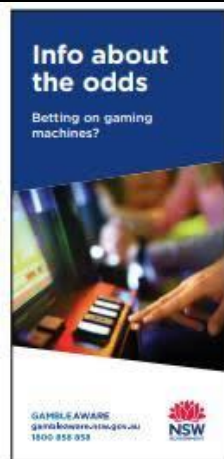


"A million to one"
This sign (or a variation of this sign) must be prominently displayed in each gaming area.

This sign is displayed in the following locations:

- Pokies

MANDATORY: BROCHURE 1 - ABOUT ODDS – BETTING ON GAMING MACHINES



"Info about the odds brochure"

These brochures must be prominently displayed and available in each area with gaming machines.

Translated versions are supplied to patrons from non-english speaking backgrounds upon request.

These brochures are displayed in the following locations:

- Pokies Entrance

MANDATORY: CONTACT CARD 2G – SELF-EXCLUSION CONTACT CARD		
		Contact cards are securely attached to or near each bank of gaming machines in a card holder so they can be clearly seen when playing a gaming machine or approaching the bank of machines.
MANDATORY: STICKER 4G – GAMBLING COUNSELLING STICKER		
		Help is close at hand This message is prominently displayed near all ATM's and Cash-Back Terminals and every EGM. This message is displayed in the following locations: • each gaming machine • ATM • CRT
MANDATORY: SIGN 2L – NO UNDER 18s		
		Sign 2L (minors not permitted in this area) is prominently displayed at or close to the entrance to the restricted area in which gaming machines are kept. This sign is displayed in the following locations: • Pokies Entrance

6.4 Player Activity Statements

North Bondi RSL is required by law, to present members with a Player Activity Statement free of charge, should they request it. A Player Activity Statement show in a chosen month the player's total amount of turnover, total wins and net expenditure, the total points earned and redeemed through the club's rewards program as a result of playing gaming machines, the entire length of time the player's card was inserted into gaming machines, and gambling help information.

If you wish to request a player activity statement, please speak to a Duty Manager.

6.5 Operating Hours

North Bondi RSL is permitted to operate as detailed below:

Consumption on premises

Unrestricted on premises hours
Start date: 1/7/2008

All venues are required by law to shut down their gaming floor operations for a minimum of 6 hours per 24-hour period, to facilitate machine audits and cleaning. North Bondi RSL gaming machine shut down hours are identified below, meaning that gaming machines will not be operated within the times specified:

Day	Start time	End time
Monday	4:00am	10:00am
Tuesday	4:00am	10:00am
Wednesday	4:00am	10:00am
Thursday	4:00am	10:00am
Friday	4:00am	10:00am
Saturday	4:00am	10:00am
Sunday	4:00am	10:00am
Public Holidays	4:00am	10:00am

6.6 Gaming Related Licence Conditions

North Bondi RSL does not currently have any gaming related licence conditions in place.

6.7 Community Contributions

All licensed venues in NSW are required by law to return a minimum 2.25% percentage of all gambling profits to the community.

North Bondi RSL contributes the required amount or above every year, through ClubGRANTS and community contributions.

6.8 Venue Layout

A current plan of North Bondi RSL showing the gaming machine areas and surrounding areas is attached as Appendix A.

The plan indicates the location of the:

- gaming rooms
- current layout of gaming machines
- cash dispensing facilities (being ATM and CRT)

This Gaming Management Plan, for the avoidance of doubt, does not need to be updated if there is a change to:

- the gaming machine layout within the gaming areas or CRT location within the club (subject to any applicable legislative requirements); or
- a change to the location of the ATM within the non-gaming areas of the of the Club (subject to any applicable legislative requirements).

6.9 Review of North Bondi RSL's Gaming Plan of Management

This Gaming Plan of Management will be available to customers on the website.

Staff must be familiar with the Gaming Plan of Management. All staff who work in the gaming room, gaming area, or with gaming machines, must regularly read this Gaming Plan of Management.

Whenever there are changes to the Gaming Plan of Management, staff must read and familiarise themselves with the modified document. The Gaming Plan of Management must always be available and accessible to all staff.

Appendix C provides a list of all staff who have read the Gaming Plan of Management.

This Gaming Plan of Management will be available to all staff via Deputy memo and Compliance folder on Club premises

The operation and effectiveness of this strategy is reviewed regularly. The review process includes an opportunity for feedback from all relevant stakeholders including venue staff, customers and problem gambling support services.

Feedback

North Bondi RSL welcome feedback at any time, by writing to feedback@nbrslc.com.au.

Feedback and complaints will be recorded by Jason Linke. If a response is required, this will be done within fourteen days.

Anyone may make an anonymous complaint to Liquor & Gaming NSW about liquor or gaming law breaches. Complaints to Liquor & Gaming NSW can be made in the following ways:

Email: contact.us@liquorandgaming.nsw.gov.au

Phone: 1300 024 720

Website: www.liquorandgaming.nsw.gov.au/community-and-stageholders/have-your-say/complains/make-a-complaint

This Gaming Plan of Management must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at North Bondi RSL, legislative changes or emerging risks.

6.10 Local Liquor Licencing Police Contact Details

Name: Peter Bolt

Contact Number: (02) 9362 6399

Station Name: Eastern Suburbs Police Area Command

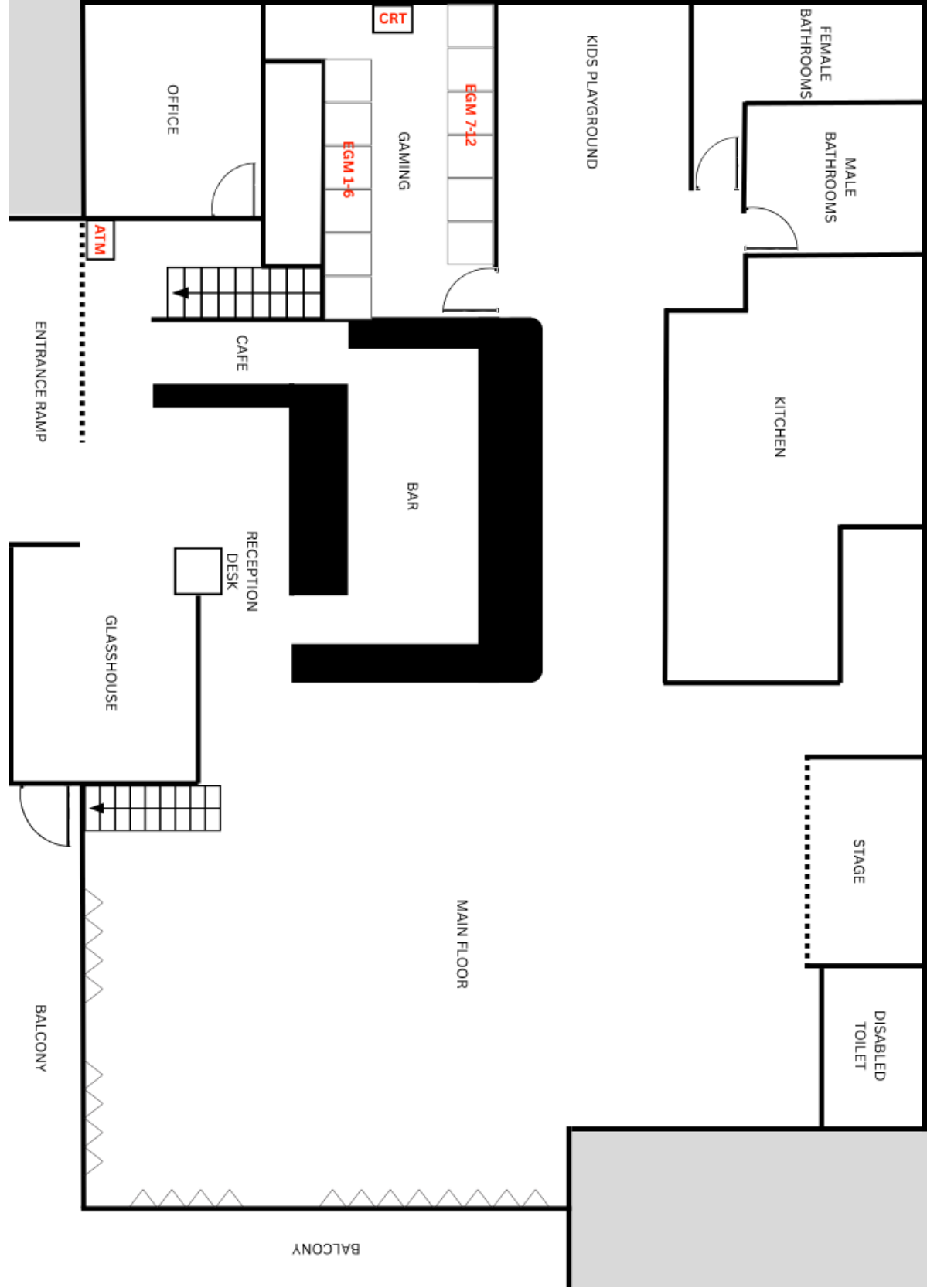
Station Address: 1 Wunulla Road, Point Piper NSW 2027

Station Telephone Number: (02) 9362 6399

Email: eslicensing@police.nsw.gov.au

This Gaming Plan of Management will be immediately produced for inspection upon request by NSW Police or L&GNSW inspectors.

7.0 APPENDIX A – FLOOR PLAN



8.0 APPENDIX B – RECORD OF STAFF COMPETENCIES

By signing below, you acknowledge that you have read and understood the information provided in the gaming plan of management.

[illegible]

9.0 APPENDIX C – RECORD OF GPOM ACKNOWLEDGEMENT

By signing below, you acknowledge that you have read and understood the information provided in the gaming plan of management.

[illegible]