

## **Responsible Service of Gambling Policy of Marcoola Surf Club**

### **1. Purpose**

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- 1.1 Marcoola Surf Club 'the Club' commits to minimising potential harm associated with gambling by creating a safe and responsible gambling environment for its members and guests.

### **2. Scope**

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- 2.1 The Club will take reasonable steps to regulate the environment of the Club to promote responsible gambling, where the potential for harm is minimised and people are able to 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 gaming industry and the Government to achieve outcomes that are socially responsible and responsive to community concerns.
- 2.2 This policy will be made available via <https://www.marcoolasurfclub.com.au/staff-portal/>.

### **3. Responsibilities**

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#### **3.1 The Club has a responsibility to:**

- (a) Take reasonable steps to minimise potential harm associated with gambling, as follows:
- i. Conduct its gaming operations in a professional and responsible manner;
  - ii. Provide training to management and staff on the responsible conduct of gambling;
  - iii. Prohibit any form of credit or cash advances being available to members or guests for gaming purposes;
  - iv. Advertise and have available information on counselling services for gambling related problems;
  - v. Encourage patrons to develop responsible gambling practices;
  - vi. Develop and maintain effective links between the Club and community organisations that provide support and advice for problem gamblers and their families;
  - vii. Encourage patrons to take responsibility for their gambling through an effective self-exclusion procedure upon request;
  - viii. Appoint and provide relevant training to Customer Liaison Officer/s who will be available during opening gaming hours to provide information to assist patrons with gambling-related problems; and
  - ix. Implement policies to encourage responsible practices in advertising and promotions related to gambling and ensure compliance with relevant legislation.

#### **3.2 All employees of the Club have a responsibility to:**

- (a) Ensure the maximum cash payouts of \$2,000 are enforced; and

- (b) Encourage patrons to take responsibility for their gambling through an effective self-exclusion procedure upon request.

**3.1 Customer Liaison Officers (CLO) of the Club have a responsibility to:**

- (a) Handle all gambling-related complaints in accordance with the Club's Gaming-Related Compliance Program; and
- (b) Encourage patrons to take responsibility for their gambling through an effective self-exclusion procedure upon request.

**4. Self-Exclusive Program**

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- 4.1 Upon being approached by a patron seeking assistance, Club staff will listen intently to the patron's request in a confidential manner and explain the need to refer the matter to the Club's CLO.
- 4.2 Should the patron refuse to speak with the CLO, staff are to emphasise that they cannot provide the most effective assistance and should suggest meeting with a manager (if different to CLO).
- 4.3 Should the patron agree to speak with the CLO or a manager, the staff are to refer the matter immediately; and
- 4.4 The CLO or manager will then handle the matter with the patron accordingly.

**5. Venue-Initiated Exclusion Program**

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- 5.1 If the patron refuses self-exclusion and/or the CLO believes, on reasonable grounds, that the patron is, or is at significant risk of being, a problem gambler, the Club may issue a venue initiated exclusion.
- 5.2 If a staff member is approached by a third party requesting an exclusion for another person, the staff member will refer the third part to the CLO.

**Last reviewed:** Jun 2022