

# Code of Practice for Responsible Gambling

## Responsible Gaming House Policy

This house policy broadly defines the range of responsible gaming initiatives and harm minimization strategies within this venue.

Community Clubs are committed to better Gaming Compliance Practices. If you require further clarification on any of the information contained within this policy, please ask one of our friendly staff.

General Management and staff support the responsible provision of gambling products at the venue for our guests' enjoyment.

Community Clubs are committed to the ongoing training of all employees in gaming related enquiries and/or complaints.

Gambling products are offered at this venue in accordance with the relevant legislation related to that product.

Management and Directors have regular gaming compliance meetings, from which minutes and all tabled items are recorded.

The agenda items include but are not limited to:

- Nominees Report
- Self Assessment Checklist
- Monthly Variances Record (form 61)
- Responsible Gaming matters
- Adequacy and availability of licensed staff
- Gaming machines acquisitions and disposals
- Escalated incidents
- External Gaming Auditors Report, management letters and all correspondence with QOGR Practices.

### Provision of information

Community Clubs have a range of information available, upon request, to assist patrons with their decision to gamble, which includes:

- Player information guide
- Responsible gambling mission statement
- Financial transactions policy (key points)
- Signage on the potential harms of gambling
- Gambling help services to assist those affected by gambling

### Interaction with patrons and community

Community clubs have trained staff who can assist with:

- Patrons' enquiries on gambling related issues
- Facilitating exclusion programs for patrons
- Liaison with community network groups
- Resolving patron complaints

Community Clubs have a commitment to the ongoing training of and development of staff and management in the responsible provision of gaming.

Community Clubs have in place a Complaints Procedure to address complaints in an amicable and timely manner.

### Exclusion Provisions

Community Clubs will offer exclusion provisions as one of a range of measures to assist those with gambling problems. Patrons' privacy and confidentiality is a key priority at this Community Club.

### Physical Environment

Children under 18 years of age (minors) are not permitted to gamble or be in a designated gambling area and the only acceptable forms of ID are:

- State or territory License Australian
- Government issued proof of age card
- Photo passport original & valid

Patrons who are unduly intoxicated will be refused service of alcohol, will not be permitted to gamble and will be asked to leave the premises.

The Community Club will maintain the gaming area in a safe clean condition at all times.

Gaming machines will be maintained in a premium condition at all times and any machine unable to be cleaned will be clearly marked.

The "chocking" or continual depressing of buttons by the insertion of a coaster, plastic\peg is not allowed at this Community Club.

### Financial Transactions

NO CREDIT available to anyone at any time under any circumstances.

The ATM in this venue has access only to debit accounts.

Please refer to the Financial Transactions Policy for more information.

## Responsible Gambling

# Mission Statement

The Staff and management proudly support a responsible approach to gambling in this venue.

This Community Club has a range of innovative measures designed to ensure any potential harm from gambling is minimized while promoting the benefits and enjoyment derived from this ancillary form of entertainment.

Community Clubs are committed to better Gaming Compliance Practices. If you require any further information please ask one of our friendly staff. Your privacy and confidentiality are ensured.

## Chances of Winning Poker Machines

Prize Value	Chance of Winning Prize Value
More than \$500	1 Chance in 10,198
\$200 - \$499	1 Chance in 2,669
\$100 - \$199	1 Chance in 1,458
\$50 - \$99	1 Chance in 450
\$20 - \$49	1 Chance in 246
\$10 - \$19	1 Chance in 106
\$5 - \$9	1 Chance in 53
\$1 - \$4	1 Chance in 10

Prize Type of Symbol Combination	Chance of Combination Happening on a Single Pay Line
5 of a Kind	1 Chance in 9,765,625
4 of a Kind	1 Chance in 4,784
3 of a Kind	1 Chance in 490
2 of a Kind	1 Chance in 45
1 of a Kind	1 Chance in 9

## Financial Transactions Policy

This Venue has in place a range of policies regarding financial transactions within the Community Club that are there to assist patrons to make informed decisions about their gambling. Please ask one of our staff if you would like more information.

### ATMs and Eftpos

The Club will not locate ATMs in close proximity or in the entry to gaming area.  
ATMs will have access to debit accounts only.

### Credit

Patrons are advised that the lending of money or the ascertaining of money on credit for the purpose of gaming is illegal and offenders will be prosecuted.

Please do not ask staff for credit as this request will be declined.

### Cashing of Cheques

Cheques can only be cashed by prior arrangement with management.

### Payment of Prize Winnings

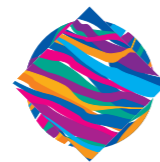
This club has a maximum cash payout limit for any gambling win, please ask one of our friendly staff members about our payout limit.

The club will pay all amounts over this balance by cheque.

Any cheques from any gambling winnings will not be cashed at the club until the next trading day or within 24 hours of the win.

**Gambling Help Line**

1800 858 858



**CLUBS QUEENSLAND**  
Voice of Queensland Clubs