
RESPONSIBLE GAMBLING STRATEGY 2019-23

Version 1.0

MESSAGE FROM THE CEO



Bankstown Sports Club was founded in 1958 by a group of sport representatives who wanted to create a communal meeting place for the various sports in the local community. Over the years, it has grown and developed into one of the largest clubs in NSW, and now supports more than 40 local sporting clubs and over 8,000 individuals who participate in sport, as well as hundreds of local charities and community groups.

Bankstown Sports Club's mission statement is '***Making a difference***'. This sentiment is at the heart of everything we do at the club, and acts as a guide for our daily operations and business decisions.

Between 1959 and 2018, Bankstown Sports contributed over \$47.6 million in cash and in-kind grants to local sporting and community groups, to assist with things like registration fees, sporting equipment and uniforms, ground and building maintenance, administrative and event support.

Aged care, disability and youth services have always been top priorities for funding from Bankstown Sports, with Bankstown-Lidcombe Hospital, Bankstown City Aged Care, Recreation and Sports Aquatic Centre and Youth Off the Streets among the organisations to receive large contributions over the years.

Regular contributions are also made for research into gambling harm minimisation, counselling and support services.

Bankstown Sports takes the issue of responsible gambling very seriously and we are continually looking for ways to ensure our members and guests are safe, supported, and remain within their limits.

We have a wide range of responsible gambling policies across all six of our venues, including Multi-Venue Self-Exclusion, Voluntary Pre-Commitment, access to a Salvation Army Chaplain and other counselling and support services, welfare check procedures and comprehensive staff training.

Australia is a global leader in gambling harm minimisation, due largely to a wide range of regulations adopted by state and territory governments, and industry. These include restrictions on poker machine design features, gambling advertising and betting amounts.

Bankstown Sports is extremely vigilant in complying with these regulations, at all of its venues.

INTRODUCTION

The following document is an overview of Bankstown Sports Club's commitment to responsible gambling, and highlights our plans for the future, with regards to gaming.

The Policy outlines the current initiatives and support services that are available to members and guests at the club, while **The Strategic Plan 2019-23** highlights the projects we plan to trial and introduce in the months and years to come.

A copy of this document can be found in-house, and on our website – BankstownSports.com

For more information, please contact a member of staff or email the Operations and Responsible Gambling Manager on matttanti@bankstownsports.com



Bankstown Sports is a member of ClubSAFE Premium, the preferred responsible gambling program in NSW, which is used in over 950 clubs state-wide. It is based on a Multi-Venue Self-Exclusion Program (MVSE), designed to assist people with a gambling problem to self-exclude from multiple venues around where they live, work and socialise.



Bankstown Sports is a member of the National Association for Gambling Studies Inc. (NAGS) which aims to promote discussion and research into all areas of gambling activity. It's membership base includes representatives from the industry, treatment agencies, academics, regulators and gamblers themselves.

POLICY

OUR COMMITMENT TO RESPONSIBLE GAMBLING

Bankstown Sports is a **not-for-profit** organisation, which means every cent the club generates through its operations goes back into the community in some way, whether it be through staff and contractor wages, consumable items, funding for building projects to improve our facilities, government taxes and interest, and sport and community groups.

As an integral part of our community, we should ensure we are always working positively, productively and passionately for residents and businesses, and our members and guests.

Bankstown Sports takes the issue of responsible gambling very seriously, and we actively promote several initiatives to ensure all visitors to our club are aware of the services available to them.

VOLUNTARY PRE-COMMITMENT

This initiative allows our members to set a limit on the amount of money they are willing to spend on gaming machines in a day, week or month. The patron will meet with a Duty Manager to discuss the rules and regulations surrounding this initiative, a playing limit will be set, and an agreement will be signed outlining the required action to be taken once the limit is reached.

Once the patron has reached their nominated limit, a Team Leader or Duty Manager will receive a notification, they will approach the patron to alert them that their limit has been reached, and the agreed action will be taken.

The patron will no longer earn Reward Points or gain entry into any club promotion, until the limit is reset, after the agreed time has expired.

For more information about this initiative, please speak to a Duty manager who will be able to assist in setting this up. This initiative is only available to club members.

SELF-EXCLUSION

This initiative allows our patrons to exclude themselves from all areas of our club, whenever they feel the need. The minimum period for self-exclusion is six months. Once a patron agrees to stay away from the club for a specific time, we will assist them in honouring that commitment.

If a patron wishes to self-exclude, they should speak with a Duty Manager at the venue. Alternatively, they can contact a gambling help counsellor.

For more information, visit <https://www.clubsnsw.com.au/services/clubsafe/multi-venue-self-exclusion>

Bankstown Sports supports the ClubSafe Multi-Venue Self-Exclusion (MVSE) program which allows patrons to ban themselves from multiple venues in the area, to avoid gambling activities. This program has helped more than 6,000 individuals to regain control over their gambling habits.

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

PARTIAL SELF-EXCLUSION

This initiative allows our patrons to exclude themselves from gaming activities at our club, but still allows them access to other areas including restaurants, bars and entertainment precincts.

The minimum period for a partial self-exclusion is six months. Once the patron agrees to stay away from our gaming areas for a specific time, we will assist them in honouring that commitment. The only difference between this option and a full exclusion is that the patron can still attend the venue, however they will not be permitted entry to the gaming floor.

If a patron wishes to partially self-exclude, they should speak with a Duty Manager at the venue. Alternatively, they can contact a gambling help counsellor.

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

For more information, visit <https://www.clubsnsw.com.au/services/clubsafe/multi-venue-self-exclusion>

SALVATION ARMY CHAPLAIN

Bankstown Sports utilises the services of an in-club Chaplain from the Salvation Army, who provides support, advice and encouragement to our staff and patrons, about issues such as stress and anxiety, physical and mental health problems, grief and family problems.

The Chaplain is committed to meeting with people to provide practical, emotional and spiritual support in times of need, and can offer guidance and counselling support, companionship, pastoral care and local referrals.

This is a free and completely confidential service offered to all patrons of Bankstown Sports.

The Chaplain is available for phone or face-to-face meetings at the club. Contact him on 9722 9888 or shane.mount@aue.salvationarmy.org

COUNSELLING SERVICES/ ENCOURAGING TREATMENT

As required by law, we have problem gambling brochures available in many languages, at several critical points within the club. These brochures contain details about the ClubSAFE Counselling Service, the AHA Self-Exclusion Line and the Gambling Help Line.

ClubSafe Counselling Service – 1800 997 766

AHA Self-Exclusion Line – (02) 9281 6922

The Gambling Helpline – 1800 858 858

Bankstown Sports has relationships with counsellors in the local area, which members and guests can access. To find a free gambling help counsellor in your area, visit <http://www.gamblinghelp.nsw.gov.au/get-help/>

WELFARE CHECKING

Bankstown Sports wants to make sure all patrons have a positive and enjoyable experience in our clubs, which is why we conduct Welfare Checks on any guests who may be at risk of problem gambling.

If a patron has been playing a poker machine for an extended period, a Duty Manager will conduct a Welfare Check to gauge their mood, stress level and assertiveness.

If the patron is showing signs of distress, the Duty Manager will offer assistance by way of encouraging them to leave the environment, or by discussing potential exclusion options, or counselling and support services.

All encounters of this nature are digitally logged in our online Customer Relations Management System, and individual cases are assigned to a Senior Manager for review.

STAFF TRAINING AND AWARENESS

All Bankstown Sports employees undergo regular Responsible Conduct of Gambling training (RCG), which involves yearly refresher courses, to equip them with the skills and knowledge to identify and aid problem gamblers. These training courses are approved and enforced by legislation.

All staff at Bankstown Sports and its associated venues are required by law to obtain an RSA/RCG Competency Card. The photo card is like a driver's license and is valid for five years. The card is proof that the employee has completed training in one or all these courses:

- Responsible Service of Alcohol (RSA)
- Responsible Conduct of Gambling (RCG)
- Licensee and Advanced Licensee training
- Privacy training

For more information on RCG, visit

<https://www.liquorandgaming.nsw.gov.au/Pages/gaming/responsible-conduct-of-gambling/rcg-training-course.aspx>

STAFF GAMBLING POLICY

Bankstown Sports employees are not permitted to take part in any gambling or gaming activities at the club and associated venues, at any time.

A free, confidential Employee Assistance Program (EAP) is available to any staff member requiring assistance with gambling addiction including financial and health issues.

MORE REWARDS LOYALTY PROGRAM

Bankstown Sports and its associated venues offer the More Rewards Loyalty Program, which allows members to accrue reward points every time they spend money in our clubs, which can then be redeemed for a variety of goods and services throughout the venue.

Any member involved in self-exclusion or partial self-exclusion will not be eligible to accrue More Rewards points until their venue ban is complete.

For more information, please refer to the Bankstown Sports website for full terms and conditions

<https://cdn.moble.com/w/57/154585/file/More%20Rewards%20-%20Terms%20and%20Conditions%20updated%201.1.2018.pdf>

CUSTOMER COMPLAINTS

Bankstown Sports has a comprehensive complaint handling process. Complaints can be made in person, by telephone, letter, feedback form, or via an online enquiry form on the club's website. All complaints will be acknowledged and responded to promptly.

Phone: 9722 9888

Letter: c/o Operations and Responsible Gambling Manager – 8 Greenfield Pde, Bankstown NSW 2200

Feedback form: located in club reception

Online: www.BankstownSports.com

Complaints about this code can be raised with the Operations and Responsible Gambling Manager on (02) 9722-9888.

NSW LEGISLATION

MINORS/PERSONS UNDER 18 YEARS

Bankstown Sports 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.

Proper identification will be requested if any suspicion is raised about the age of any patron. If an appropriate form of identity and age cannot be provided, entry will be refused.

No person under the age of 18 is permitted in any restricted area, including the Gaming Floor. Failure to comply will result in the person being asked to leave.

Any parent or guardian bringing a minor to any part of the venue must ensure that the child is not left unattended. If a child is unattended, the parent or guardian will be asked to leave the premises and further restrictions might be enforced. The matter may also be referred to the police.

GAMING FLOOR ADVERTISING & PROMOTIONS

NSW has the most stringent gambling advertising restrictions and associated penalties in Australia. These restrictions are focused on inducements to gamble, meaning licensed venues cannot offer incentives or benefits to members and guests to encourage them to participate in gambling.

This may include, but is not limited to:

- Free or discounted alcohol
- Free playing credit
- Free meals

The Office of Liquor and Gaming has strict rules that all licensed venues with gaming rooms must comply with, which aim to protect people from serious problems associated with problem gambling.

These include, but are not limited to:

- Responsible gaming information (brochures, posters, sticker signage)
- Clocks displaying the correct time

- Adequate lighting
- Responsible service of alcohol
- Automatic Teller machines that are located away from the gaming floor

FINANCIAL TRANSACTIONS

In NSW, there are strict rules and regulations relating to the positioning of ATM and EFTPOS terminals, and cash-out facilities around gaming floors. Problem gambling notices must be displayed on, or near each cash terminal, and terminals must not be able to process withdrawals from credit card accounts.

There are also several restrictions that apply to financial transactions within Bankstown Sports. These restrictions include matters such as:

- Cheque cashing – cheques will not be cashed in exchange for money under any circumstances.
- Winnings – any winnings up to \$5,000 can be claimed in either cash or cheque. Any winnings over \$5,000 will be issued as a cheque only. Winnings will only be issued to the person playing the machine at the time of the win.

PLAYER ACTIVITY STATEMENT POLICY

Bankstown Sports is required by law, to present members with a Player Activity Statement free of charge, should they request it. These monthly statements show 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.

GAMING FLOOR SHUT DOWN

All venues are required by law to shut down their gaming floor operations for a minimum of 3 hours per 24-hour period, to facilitate machine audits and cleaning. The closure at Bankstown Sports occurs between 6am-9am every day.

COMMUNITY CONTRIBUTION

All licensed venues in NSW are required by law to return a minimum 2.25% percentage of all gambling profits to the community. Bankstown Sports contributes well above the required amount every year, through ClubGRANTS and community contributions.

ACHIEVEMENT IN COMPLIANCE

Compliance is an integral part of any successful, responsible gambling and harm minimisation program. Bankstown Sports promotes full accordance with responsible gambling legislation and the ClubSafe best practise program, by providing high-quality information and advice to all members and guests.

Bankstown Sports conducts independent compliance audits through the ClubSafe premium program, with outcomes and remedial action plans reported back to the CEO.

BetSafe will continue to provide training on essential compliance obligations, such as Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF).

IMPLEMENTATION & REVIEW OF THE CODE

This code is reviewed regularly. All customers and staff are welcome to provide feedback at any time, by writing to:

Mail:

Operations & Responsible Gambling Manager
Bankstown Sports Club
8 Greenfield Parade
BANKSTOWN, NSW 2200

Email:

matttanti@bankstownsports.com

Online Enquiry:

www.BankstownSports.com

STRATEGIC PLAN 2019-23

This document outlines the responsible gambling initiatives that Bankstown Sports is currently researching or trialling, for rollout within our venues in the near future.

RG CHECK

RG Check is the most rigorous responsible gambling accreditation program in the world. Developed by the independent, non-profit organisation Responsible Gambling Council, in consultation with a wide range of stakeholders, the program provides a concrete roadmap for implementing the stated industry codes of practice for responsible gambling.

Venues are assessed on eight standards and 47 criteria and the accreditation process takes approximately six months from start to finish. RG Check accreditation is valid for three years and is approved by a prestigious and independent panel of responsible gambling specialists.

Bankstown Sports is investigating the feasibility of having RG Check accreditation as a way of increasing public and player confidence that the venue takes the issue of responsible gambling seriously, and to have a strong responsible gambling safety net for the business.

THIRD PARTY EXCLUSIONS

This initiative currently forms the basis of a recent memorandum of understanding between ClubsNSW and the state government.

The 'third party exclusion' plan gives family members the opportunity to anonymously report a loved one to a club as a problem gambler. The nominated person would then be assessed and if they are deemed to have a gambling problem, they would be excluded from the venue and recommended for treatment, if required.

LOYALTY PROGRAM CHANGES

Loyalty programs in venues operate on a points-based system linked with money spent on food, beverages, accommodation (if applicable) and gambling activities. The rewards offered do vary, but are usually associated with redeeming points for discounts/vouchers to use at the venue.

Bankstown Sports has a More Rewards Loyalty Program which allows members to earn points whenever they swipe their membership card in the club, at any outlet. Our venue is compliant with all responsible gambling legislation and will fully comply with any changes handed down by ClubsNSW or the state government.

We are constantly reviewing our loyalty program to ensure there is always a balance between providing strong loyalty benefits to our members, while acting responsibly and within stakeholder expectations.

E-LEARNING

Bankstown Sports has a two-tiered approach to staff education about responsible gambling practices, aimed at building and encouraging awareness, as well as engagement at all operational levels.

As mentioned in STAFF TRAINING above, all employees of Bankstown Sports are currently required to undergo yearly RCG refresher courses, which focus on prevention and being proactive with gambling measures around the club.

This will soon be followed by a more advanced RCG training course, which has been developed in conjunction with the University of NSW. This course will be issued to all Team Leaders, Duty Managers and Venue Managers, and focuses on looking at RCG from a harm minimisation perspective, with a whole of community approach. This training will be available in mid-late 2019, on the Go1 e-learning platform.

SYDNEY UNI RESEARCH PROGRAM

In 2017, Bankstown Sports approached ClubsNSW and The Gambling Treatment and Research Clinic (GTRC) at the University of Sydney to develop a specialised customer service training program, to give key gambling venue staff members the advanced knowledge and skills to identify and effectively respond to patrons showing signs of distress, dissatisfaction or excessive gambling.

A number of other clubs have agreed to be part of a pilot evaluation of this training program, and will either be part of the experimental group who will receive the training at the start of the pilot, or the control group who won't receive any training until 2-3 months later. Results from both groups will then be compared to determine the effectiveness of the training program.

FACIAL RECOGNITION

Bankstown Sports is currently trialling the latest facial recognition technology to assist with its self-exclusion program.

The system visually screens all patrons who walk through our doors and onto the gaming floor and sends an alert to management if a self-excluded visitor is trying to access a restricted area.

The system also allows us to identify any patrons who may have been banned or suspended from our premises for other reasons.

CARDED & UN-CARDED PLAY

Bankstown Sports is researching a problem gambling initiative currently being used in New Zealand, whereby welfare checks are conducted on patrons who have been observed to have been playing a gaming machine for an extended period of time.

The approach will be broken down into two categories:

Carded play: if a member has their membership card inserted in a single poker machine for 8 or more hours, it will be flagged as 'extended play' and will generate an alert to a Duty Manager, who will casually speak with the patron to determine if they are in any distress, or suggest they take a short break. A record of this Welfare Check will be recorded on our customer relationship management system.

Un-carded play: if a staff member notices a guest has been playing a single poker machine for an 'extended period', or if they are showing signs of distress, a Duty Manager will be notified to conduct a Welfare Check. The same process will be carried out, and any action will be recorded.

In both cases, if a patron is showing signs of distress, the Duty Manager will offer assistance by way of encouraging them to leave the environment, or by discussing potential exclusion options, or counselling and support services.