Contents

MESSAGE FROM THE CEO .................................................................................................................. 3
INTRODUCTION ................................................................................................................................. 4

POLICY .................................................................................................................................................. 5
  Our Commitment to Responsible Gaming ..................................................................................... 5
  Voluntary Pre-Commitment ........................................................................................................... 5
  Self-Exclusion ................................................................................................................................. 5
  Partial Self-Exclusion ....................................................................................................................... 6
  Third Party Exclusion ...................................................................................................................... 6
  Counselling Services/Encouraging Treatment ............................................................................... 6
  Welfare Checking ............................................................................................................................ 7
  Staff Training and Awareness ....................................................................................................... 7
  The University of Sydney Research Program ............................................................................... 7
  Staff Gambling Policy ..................................................................................................................... 8
  More Rewards Loyalty Program .................................................................................................... 8
  Loyalty Program Changes ............................................................................................................. 8
  Facial Recognition .......................................................................................................................... 8
  Security ............................................................................................................................................... 8
  Customer Feedback ....................................................................................................................... 9

FUTURE PLANS .................................................................................................................................. 9
  RG Check ........................................................................................................................................... 9
  Staff Education ............................................................................................................................... 9
  Carded & Uncarded Play ................................................................................................................ 10

NSW LEGISLATION ............................................................................................................................ 11
  Minors/Persons Under 18 Years .................................................................................................... 11
  Gaming Floor Advertising & Promotions ..................................................................................... 11
  Financial Transactions .................................................................................................................. 11
  Player Activity Statement Policy .................................................................................................. 12
  Gaming Floor Shut Down ............................................................................................................. 12
  Community Contribution .............................................................................................................. 12
  Achievement in Compliance ........................................................................................................ 12
  Implementation & Review ............................................................................................................. 13
MESSAGE FROM THE CEO

Bankstown Sports Club was founded in 1958 by a group of local sport representatives who sought a communal meeting place for the various sports in the local community. Over the years, Bankstown Sports has grown and developed into one of the largest clubs in NSW, and now supports more than 45 local sporting clubs and nearly 10,000 individuals who participate in sport, as well as hundreds of local charities and community groups.

Within the Bankstown Sports family are associated venues, The Acres Club, Auburn Tennis Club, Bankstown Sports Bowls, Baulkham Hills Sports and Birrong Sports.

The mission statement for Bankstown Sports and associated venues is ‘Making a difference’. This sentiment acts as a guide for daily operations and business decisions.

Annually, Bankstown Sports contributes over $2 million in cash and in-kind grants to local grassroots sporting clubs and community organisations supporting the welfare and community participation of local marginalised and disadvantaged groups.

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

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

We have a wide range of responsible gaming practices across all six venues, including Multi-Venue Self-Exclusion, Voluntary Pre-Commitment, access to 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 venues.
INTRODUCTION
The following document is an overview of Bankstown Sports’ commitment to Responsible Gaming. The Policy outlines the current initiatives and support services that are available to members and guests at the club, while the Legislation refers to the various Government Acts and Laws that mandate this industry.

A copy of this policy can be found in-house, and on our [website](#).

For more information, please contact a member of staff or call and request to speak to the Bankstown Sports Operations Manager on (02) 9722 9888.

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. Its membership base includes representatives from the industry, treatment agencies, academics, regulators and gamblers themselves.
POLICY

Our Commitment to Responsible Gaming

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 facilities, government taxes and interest, and contributions to sport and community groups.

As an integral part of our community, we should ensure we are always working positively, productively, and passionately for local residents, businesses, our members and guests. Bankstown Sports takes the issue of responsible gaming 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 members to set a limit on the amount of money they are willing to spend on gaming machines in a designated period – a day, week, or month.

The applicant/member will meet with an Operations Support Manager to discuss the requirements and regulations surrounding this initiative. The pre-commitment limit will be set, and an agreement will be signed outlining the required action to be taken once the limit is reached. This process is mutually agreed by the member and manager, within the requirements of the program.

Once the member has reached their nominated limit within their nominated period, an appropriate member of staff of an Operations Support Manager will receive a notification. They will approach the member to advise them that their limit has been reached, and the previously agreed and personalised next steps will be conducted. The member will no longer earn Reward Points or gain entry into any club promotion (gaming or member promotion), until the limit is reset (after the agreed ‘rest period’ has expired).

For more information about this initiative, please speak to an Operations Support Manager. This initiative is only available to club members. If this applicant is not a member but would like to utilise this support service, they are able to join as a member to ensure player activity can be monitored.

Self-Exclusion

This initiative allows members to exclude themselves from all areas of Bankstown Sports and/or associated venues, as appropriate. The minimum period for self-exclusion is six months. In this instance of self-exclusion, the member nominates that they need to refrain from visiting the venue for a specific amount of time. Bankstown Sports will assist the member in honouring that commitment.

If a member wishes to self-exclude from the venue/s, they can speak with an Operations Support Manager at the venue. Alternatively, they can contact a gambling help counsellor.

For more information, visit ClubSAFE Responsible Gaming.
Bankstown Sports all supports the ClubSAFE Multi-Venue Self-Exclusion (MVSE) program which allows players to exclude themselves from multiple venues within the nominated area, to avoid gaming activities. This program has helped more than 6,000 individuals to regain control over their gambling habits.

If a participant breaches their self-exclusion, it is reported through the MVSE program for assessment by trained counsellors who will offer support and guidance.

**Partial Self-Exclusion**
Partial Self-Exclusion allows members to exclude themselves from gaming activities in venue/s but still allows them access to other non-gaming areas of the venue/s including restaurants, bars and entertainment precincts.

The minimum period for a partial self-exclusion is six months. In instances where members elect to exclude themselves from gaming-related areas of Bankstown Sports and associated venues, appropriate staff will assist them in honouring that commitment. The only difference between this option and full exclusion is that the member can still utilise the other areas of the venue/s, however they will not be permitted entry to the gaming floor.

If a member wishes to partially self-exclude, they can speak with an Operations Support Manager directly. Alternatively, they can contact a gambling help counsellor.

If a participant 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 ClubSAFE Responsible Gaming.

**Third Party Exclusion**
Third Party Exclusion currently forms the basis of a recent memorandum of understanding between ClubsNSW and the NSW Government.

Third Party Exclusion gives family members the opportunity to anonymously report a loved one to a club as problem gambler. The nominated person would then be assessed and if they are considered to have a gambling problem, then the member would be approached by an Operation Support Manager or Venue Manager to discuss entering into a Multi-Venue Self-Exclusion or Partial Self-Exclusion agreement and offering other gambling help services.

**Counselling Services/Encouraging Treatment**
In conjunction with requirements and obligations, problem gambling brochures available in many languages at several critical points within Bankstown Sports and associated venues.

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 counsellors in your area, visit Gambling Help NSW.

**Welfare Checking**

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

If a member or guest has been playing a gaming machine for an extended period, an Operations Support Manager will conduct a Welfare Check to gauge their mood, stress level and assertiveness.

If a participant in gaming-related activity is showing signs of distress, the Operations Support Manager will offer assistance by way of encouraging them to take a break, vacate the area, or by discussing potential exclusion options, counselling and support services available to them.

All such encounters are digitally logged in an 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 year refresher courses to equip all staff 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 licence and is valid for five years. The card is proof that the employee as completed training in one, two or all of 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 Liquor and Gaming NSW – Training Courses.

**The University of Sydney 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. The aim was to give key gaming-related venue staff members the advanced knowledge and skills to identify and effectively respond to participants showing signs of distress, dissatisfaction or excessive gambling.
In September 2020, staff at Baulkham Hills Sports have participated in a Pilot of this training program. The aim is for all Bankstown Sports staff to complete level 1 of the training before the 31 December 2020.

Staff Gambling Policy
Employees of Bankstown Sports and associated venues 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, allowing member 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.

Loyalty Program Changes
The Bankstown Sports loyalty program provides benefits to all members, while acting responsible and within stakeholder expectations. The program is compliant with all responsible gambling legislation and is reviewed regularly in accordance with any changes issued by ClubsNSW or the NSW/Federal Governments.

Facial Recognition
Bankstown Sports has implemented facial recognition technology to assist with it’s self-exclusion program. This system visually screens all members and guests who enter the doors of Bankstown Sports and additionally those people who move onto the gaming floor.

The system sends alerts to Management if a self-excluded visitor, or underage person, is trying to access a restricted area.

The system also allows Bankstown Sports to identify any visitors who may have been banned or suspended from club premises for other reasons.

Security
All security guards are contracted from an external company but are aware of the importance of responsible gaming. Information and data on self-exclusion is updated daily and all guards are to review the information several times a week and keep a record of reviewing this information. This ensures that all guards are aware of who has self-excluded, to support this initiative.
The guards also report any responsible gaming incidents or concerns to Operational Support Managers and develop strong rapport with customers on both the gaming floor, and other areas of our venues.

During key operating hours, security guards are assigned to be static at Club entrances. There is also a guard rostered 24/7 at Bankstown Sports to monitor the control room, who can assist in any responsible gaming measures via CCTV.

Customer Feedback
Bankstown Sports has a comprehensive customer feedback process. Feedback may be provided in person, by telephone, email, social media, written letter or via an online enquiry form on the club’s website. All feedback will be acknowledged and responded to promptly.

FUTURE PLANS
The following section of this document outlines the responsible gambling initiatives that Bankstown Sports and associated venues are currently researching or trialling, with the intention for these initiatives to be implemented as appropriate, in due course.

RG Check
RG Check is the most rigorous responsible gambling accreditation program globally. 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 commencement to completion. Once awarded, 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 means of increasing both public and player confidence.

Staff Education
Bankstown Sports has a two-pronged approach to staff education:
1. building awareness of problem gambling indicators and responsible gambling practices
2. increasing engagement at all operative levels.

As highlighted above, all employees of Bankstown Sports are currently required to undergo yearly RCG refresher courses, which focuses 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 Sydney University. This course will be issued to all Team
Leaders, Operations Support Managers and Venue Managers, and focuses on looking at RCG from a harm minimisation perspective with a whole-of-community approach.

Carded & Uncarded Play
Bankstown Sports is researching a problem gambling initiative currently being used in New Zealand whereby welfare checks are conducted on all participants 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 gaming machine for eight hours or more, it will be flagged as ‘extended play’ and will generate an alert to an Operations Support Manager, who will have a casual conversation (Welfare Check) with the relevant person to determine if they are in any distress, as well as suggest that they take a short break. A record of this is Welfare Check will be recorded on the customer relationship management system.

Uncarded play: If a staff member notices a guest has been playing a single gaming machine for an ‘extended period’, or if they are showing signs of distress, an Operations Support Manager will be notified to conduct a Welfare Check. The same process will be carried out as for carded play, and any action will be recorded.

In both cases, if a member or visitor is showing signs of distress, an Operations Support Manager will offer assistance by way of encouraging them to leave the environment, or by discussing potential exclusion options, counselling and support services.
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 speculation is raised related the age of any person within the venue. 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

The Office of Liquor and Gaming has strict rules that all licensed venues with gaming rooms must comply with. These include, but are not limited to:
- Responsible gaming information (brochures, posters, sticker signage) displayed in venue
- Clocks displaying the correct time visible on the gaming floor
- Adequate lighting
- Responsible service of alcohol
- Automatic Teller Machines that are located away from the gaming floor

These measures are aimed to increase patron awareness and safety.

Financial Transactions
In NSW, there are strict rules and regulations relating to the positioning of ATM and EFTPOS terminals, as well as 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 of 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 it be requested.

The Player Activity Statement is available as a monthly report and outlines:
• total amount of turnover, total wins and net expenditure
• 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 cared was inserted into gaming machines
• gambling help information.

If a member wishes to request a player activity statement for themselves, they need to contact an Operations Support Manager in venue.

Gaming Floor Shut Down
All venues are required by law to shut down their gaming floor operations for a minimum period of three hours per 24-hour period to facilitate machine audits and cleaning. The closure at Bankstown Sports occurs between 6am – 9am every day, with the associated venues closing down for longer periods.

Community Contribution
All licensed venues who earn over $1 million in gaming machine profits in NSW are required by law to return a minimum 2.25% percentage of all gambling profits to their local 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 practice 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.

We also ensure to meet BetSafe’s compliance requirements to train all staff in Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) annually.
Implementation & Review
This document is reviewed regularly. All customers and staff are welcome to provide feedback at any time, by writing to –

Mail:
Operations Manager
Bankstown Sports Club
8 Greenfield Parade
BANKSTOWN, NSW 2200

Email
responsiblegaming@bankstownsports.com

Online Enquiry:
www.BankstownSports.com