Sunrise Club - Code of Practice for Responsible Gambling
Responsible Gaming

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

Physical Environment

Minors (Children under 18) are not permitted to gamble or be in a designated gambling area. The only acceptable forms of identification to ascertain age are:

- A current driver's licence or learner's permit (with photo)
- A current passport (from any country with a photo)
- An Australian Government issued proof of age card (i.e. 18+ Card)
- A current foreign driver's licence with a photo and date of birth.

Patrons unable to provide ID (minors) will be asked to leave immediately

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

To assist patrons in being aware of the time, the club will:

- place a clock within designated gambling areas
- audio cues to remind customers by:
  - verbally reminding patrons to take breaks
  - call-out lunch and/or dinner specials
  - announce courtesy bus departure times

Team members will actively encourage breaks in play using strategies such as:

- **Session duration information:** Providing information about how long a gambling session has lasted to help customers keep track of time.
- **Natural light:** Ensuring that curtains to the gaming room are always open to provide natural light and maintain a sense of time.
- **Break areas:** Encouraging patrons to sit in the seating areas outside the gaming room.
- **Time and monetary limits:** Give customers the option to set time and/or monetary limits on their gambling activity.

Provision of Information

External advertising and promotions will not be solely focus on gaming.

The following information will be placed in prominent areas around the gaming room, to ensure it is not visible to minors and made available to patrons at all times:

- Player Information Booklet outlining odd/win rates of major prizes – this will be a true and accurate reflection of the odds of winning,
- Responsible Gambling Mission Statement of the Club,
- Signage on potential harm associated with gambling,
- Signage to promote healthy gaming practices

- Gambling Help Services to assist those affected by gambling.

Counselling services

Gaming staff are usually the first point of contact for patrons seeking help with gambling-related problems. Your assistance may provide a lifeline to the patron if they are experiencing a problem. Customers may directly request help for a gambling-related problem, or they may indirectly allude to the fact they are concerned about their gambling habits. For example, they may tell you they won't be able to pay their bills on time because of their gambling.

When speaking with a customer, ensure that information is provided to them in a discreet and confidential manner. If you are not trained to assist a customer, advise your approved manager or CLO.

Request for counselling services procedure:

1. Respond to the customer courteously and discreetly – ensure your conversation is private from other members and use non-confrontational and supportive language. If you are not a CLO or approved manager, you should:
2. Explain to the customer that:
    - There are a range of options available, but you are not the best person to talk to.
    - Provide them with resources for counselling options, including Face to face, Phone and Online. This can be with pamphlets and/or showing them the various posters around the club with contact details
    - Offer for them to speak with the CLO for more specialized support and advice
3. Advise the CLO of the conversation and if the customer has requested it, arrange for the CLO to speak to the customer to discuss counselling options.

Exclusion Provisions Self-Exclusion Provisions

Sunrise 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.

Self-exclusion - this program enables a person to ban themselves from the club. It is for any patron that feels their gambling is becoming a problem.

Request for self-exclusion procedure:

1. Respond to the customer courteously and discreetly – ensure your conversation is private from other members and use non-confrontational and supportive language
2. Explain to the customer that:
    - Self-exclusion is available
    - The CLO can discuss all the options
    - There is no cost involved
3. Arrange for the CLO to speak to the customer to discuss the self exclusion

The CLO will explain to the customer the process of self-exclusion, time periods, areas of the club they can and can't enter and help them complete the paperwork (form 3A). A photograph of the

customer will be taken, and displayed back of house (staff only) in the gaming area. The CLO will also provide the customer with the name and address of at least one counselling service available for problem gamblers.

Venue-Exclusion Provisions

A customer can be excluded from the club if after being referred to the CLO, 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. This is called a venue initiated exclusion. All gaming staff will be advised of any customers who have been venue excluded.

If you believe a customer should be referred for a venue exclusion, the following procedure applies:

Venue exclusion procedure:

1. You have identified a person showing signs of distress while playing the machines over many visits to the club
2. You notify management/ supervisor of your suspicion that the person might have a gambling problem
3. Management/ CLO to determine if this is correct by approaching the customer
4. Management/ CLO Exclude the patron from the gaming part of the venue
5. OLGR are notified.

Financial Transactions

There is NO CREDIT for the purpose of gambling available to anyone, at any time, under any circumstances, within the club, this includes the venue or its employees. The Club will not extend credit under any circumstances.

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

Sunrise Club will always follow the process below for refusal of credit:

1. Team members will always remain polite, calm and professional way when informing customers that we do not provide credit under any circumstances
2. Team members must then notify management/CLO of the request for credit
3. Record the incident in the incident report log.
4. Management will notify other staff of the customer's request

Complaints and Disputes

Any dispute or complaint about some aspect of the gaming environment are taken seriously. All gambling related complaints will be handled in accordance with the procedures as outlined below:

Team member

1. Team members must ensure they are respectful and listen to the customer's concerns
2. Team members must see if the complaint can be solved *i.e. check the machine for faults or damage*
3. If not, team members are to refer gambling-related complaints to the Customer Liaison Officer (CLO). The Duty Manager on every shift is a CLO.
4. Document the incident

Customer Liaison Officer

1. Team members are to refer gambling-related complaints to the Customer Liaison Officer (CLO). The Duty Manager on every shift is a CLO.
2. The CLO will contact the customer and identify and define the nature and cause of the complaint, including giving assurance of confidentiality and privacy
3. The CLO will determine whether the complaint can be resolved immediately or should be referred to a higher level.
    - If the complaint can be resolved immediately, the CLO will take the necessary steps to resolve the complaint on the spot.
    - If the complaint is to be referred to a higher level, the CLO will then inform the customer of the timeframe involved in communicating and getting a response to the complaint from the higher level.
4. The CLO will communicate the proposed solution to the customer, including the basis (legislation, policies etc.) on which the solution was framed.
5. If the customer is not satisfied with the outcome, the CLO will advise the customer to seek their own legal or professional advice (at their own expense should they wish).
6. The CLO will record details of the complaint and action taken in a Gambling–Related Incident Report.