



## **Responsible Gambling Policy Statement - South Tweed Sports Club**

At South Tweed Sports Club we are committed to providing a safe and enjoyable environment for our customers. We recognise the importance of responsible gambling practices and are dedicated to prioritising members and patrons welfare and promoting sustainable gambling activities. Our policy meets the code of practice set out by ClubsNSW.

### **Commitment to Responsible Gambling:**

South Tweed Sports is committed to ensuring that all gambling products provided are offered in a manner that is safe, fair, and enjoyable. South Tweed Sports provides a responsible gambling environment that protects the well-being of our members and patrons. We acknowledge the potential risks associated with gambling and are committed to minimising harm by implementing appropriate measures and promoting responsible gambling behaviours.

We actively promote responsible gambling practices, including clearly displayed signage and brochures that outline the risks of gambling and information on problem gambling helplines and support services. In addition, we train our staff members to identify and assist customers who may be experiencing problem gambling behaviours.

### **Minors and Underage Gambling:**

We strictly enforce a policy that prohibits minors (persons under 18 years of age) from participating in any gambling activities within our premises. We have implemented age verification procedures at entry points and clearly display age restriction notices throughout our premises to ensure compliance with this policy.

### **Adoption of Responsible Gambling Harm Minimisation Measures:**

The Club implements and adheres to responsible gambling harm minimisation measures in accordance with the industry code. These measures include staff training programs to identify and respond to customers displaying signs of problem gambling, self-exclusion programs, age verification processes, and the provision of clear and accurate information about the risks and potential harm associated with gambling.

**Staff Training and Education:**

We provide comprehensive training and education programs to all our staff members regarding responsible gambling practices. This includes recognising and responding to indications of problem gambling, assisting patrons with information on self-exclusion, and understanding relevant legislation and codes of practice.

**Self-Exclusion Program:**

South Tweed Sports offers a voluntary self-exclusion program to members and patrons who wish to limit or suspend their gambling activities. We provide clear and easily accessible information on how to set personal limits on deposits, losses, and session durations. Our staff undergo regular training to support customers who request assistance in setting limits or self-exclusion. We regularly review and update our systems and processes to ensure effective self-exclusion and spending controls.

**Responsible Advertising and Promotion:**

We adhere to responsible advertising and promotion practices set out in the code of conduct by ensuring that all gambling-related advertising materials, both online and offline, are designed and distributed in a manner that promotes responsible gambling behaviours. We actively discourage any form of excessive gambling or misleading advertising.

**Promotion of Social and Economic Benefits:**

While promoting responsible gambling practices, the Club also recognises the positive social and economic contributions of the gaming industry. We actively engage with our local community and stakeholders to highlight these benefits including, job creation, tourism, and financial support for local initiatives through Club Grants program. However, we will ensure that such promotion is conducted responsibly and in a manner that does not encourage excessive gambling or harm to individuals.

**Compliance and Continuous Improvement:**

We are dedicated to complying with all relevant laws and regulations related to responsible gambling. We regularly review and update our responsible gambling policies and procedures to align with the latest industry standards and best practices. Conducting internal audits and assessments to ensure compliance and effectiveness of our responsible gambling measures. Seeking feedback from members and patrons, staff, and external stakeholders to identify areas for improvement and make necessary changes.

Our commitment to responsible gambling extends to all levels of our organization. We will regularly review and update our policies and procedures to align with best practices in the industry and regulatory requirements. By promoting responsible gambling and fostering a safe and enjoyable gambling environment, we aim to create a positive experience for our customers while mitigating the potential risks associated with gambling.

**Venue Policies and Controls:**

To support responsible gambling, South Tweed Sports Club has implemented a range of venue policies and controls, including:

- a) Cash withdrawal limits to encourage responsible spending.
- b) Time and/or spending limits on electronic gaming machines.
- c) Regular monitoring and assessment of gaming machine performance to identify potential issues.
- d) Clear signage and displays indicating the odds of winning and the potential risks associated with gambling.
- e) Supportive and trained staff available to assist patrons with responsible gambling queries or concerns.

**Conclusion:**

South Tweed Sports recognises the importance of responsible gambling and are committed to fostering a safe and enjoyable environment for our members and patrons. We will continue to uphold the principles outlined in this Gambling Policy Statement and the ClubsNSW Code of Practice for Responsible Gambling.

## Contacts

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