

# C.ex Group Responsible Conduct of Gambling Policy



Responsible Conduct of Gambling (RCG) refers to the delivery of gaming and wagering services in a manner that minimises the potential harm that may be caused by gambling to individuals, their families and the community in general.

The C.ex Group of Clubs strive to foster responsible gambling practises amongst patrons and staff. This is achieved by implementing and maintaining various harm minimisation and consumer protection measures as outlined in this policy.

## C.ex Group RCG Mission Statement

To properly conduct gambling services in a lawful and socially responsible manner, having regard to potential harm and community concerns about gambling.

The C.ex Group of Clubs have adopted the BetSafe policies. The BetSafe program assists the C.ex Group to fulfil its stated RCG commitment through a variety of measures including:

- Development and implementation of best-practise policies and procedures for the responsible conduct of gambling.
- Provision of a free 24 hour counselling and crisis intervention services for club patrons and staff that have a gambling problem or know someone who has a problem.
- Provision of an effective voluntary self-exclusion scheme for patrons.
- Responsible Conduct of Gambling training for staff.
- Assistance and advice with the handling of gambling-related incidents.
- Promoting responsible gambling practises among club patrons and the community.

The C.ex Group also observes legislated gambling harm minimisation requirements including:

- Controls over the nature of certain gaming-related advertising and promotion.
- Prohibitions in relation to participation by minors, and the advancement of credit for gambling purposes.
- Measures which limit the accessibility and availability of commercial gambling activities in the broader public interest.
- The requirement for Clubs to provide information to patrons and their guests on counseling services, the use and operation of gaming machines, the chances of winning and the problems caused from excessive gambling. On entering the Club and displayed on each gaming machine is an advisement on how to contact counseling providers.
- The placement of limitations on the payment of prizes by cash (\$5000.00).

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- Require cash dispensing facilities to be located away from the areas where gaming machines are located and the prohibition of the availability of cash to be withdrawn from a credit card account.
- Place limitations on gambling-related advertising.
- All gaming machine prize cheques clearly identified by the statement “prize winning cheque – cashing rules apply”.
- The provision of working clocks set within 10 minutes of the correct time in all gambling areas.
- Prohibit the offering of inducements to gamble.
- Require the Club Secretary, Board of Directors’ and certain employees to undertake an approved training course in the responsible conduct of gambling.
- Availability of “Player Activity Statements” to members who use their cards whilst playing Gaming machines.
- Keno Rules prominently displayed at Keno points of sale.
- Other miscellaneous controls. The C.ex Group of Clubs promotes responsible gambling by not cashing Patrons’ cheques or providing credit.
- The provision for daily, weekly and monthly compliance checks to ensure all necessary signage is in place.
- Loyalty Points: Government legislation – as from the 2nd April 2002 Redemption of Loyalty points for cash is forbidden.

## Voluntary Self-exclusion Scheme

In accordance with the Gaming Machines Act 2001; the C.ex Group of Clubs operates a voluntary self – exclusion scheme for patrons and their guests who may have a problem with gambling. This information is gained from the Systems Manager through members of staff. The Club actively participates in the Clubs NSW on-line self exclusion scheme which commenced in May 2012.

## Problem Gambling Warning Signs

- Family and friends of the individual find that money is regularly going ‘missing.’
- Constant borrowing of funds and difficulty in repayment.
- Dishonesty in relation to financial matters.
- Unexplained absences from home or work.
- A tendency toward selfishness and isolation.
- Secretiveness with mail.
- When confronted, denial of the problem and its consequences.
- Boredom with normal everyday activities.
- Severe mood swings - between elation and depression.
- Increased alcohol consumption.
- Loss of sexual drive - or sexual addiction.
- Unrealistic expectations.
- Self deception - past problems are forgotten.

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## Where to Find Help:

Gambling HELP                    1800 858 858  
[www.gamblinghelp.nsw.gov.au](http://www.gamblinghelp.nsw.gov.au)

C & M Professional Community Services Pty Ltd	1800 997 766
Gamblers Anonymous	(02) 9564 1574
Lifeline	02 6651 4093 or 131114
Salvation Army	(02) 9212 2941
Wesley Gambling	1300 99 77 66

## What the C.ex Group can do:

Brochures are readily available from our Gaming Lounge, TAB and Keno terminals.

A confidential appointment can also be made with an officer of the Club (Systems Manager). Patrons who are concerned about their inability to control their gambling habit may arrange for a ban on their entry to the club. Any information discussed during this meeting will remain strictly confidential. Out of this meeting, you may be referred to an independent, professional counsellor for an initial assessment. This may be the first step in the process of getting your life back on track.

Arrange an appointment with:  
C.ex Coffs – Matthew Benfield on (02) 6652 3888  
C.ex Woolgoolga – Greg Engel on (02) 6654 1307  
C.ex Urunga – Lance Pike on (02) 6655 6161

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