



Gaming Plan of Management

Gerringong Bowling & Recreation Club LIQC300238350

Version	Date	Approver
V1.1	27 th February 2024	Nathan Lawrence

1. Introduction

Gerringong Bowling & Recreation Club Ltd (the “Club”) is the holder of Club Liquor Licence No. LIQC300238350

The Club operates Gerringong Bowling & Recreation Club, under the above club licence, which is located at: Pacific Avenue, Warri Beach NSW 2534

This Gaming Plan of Management is with respect to the Gerringong Bowling & Recreation Club only and a copy will be kept at reception.

2. Club Commitment

The Club as part of its product offering at Gerringong Bowling & Recreation Club offers gaming machine services.

The Club is committed to always working towards continual achievement of compliance with the terms of this Gaming Plan of Management.

In addition to this the Club at Gerringong Bowling & Recreation Club goes “above and beyond” its legislative requirements as set out in this Gaming Plan of Management.

The Club is a member of ClubsNSW and so complies with the ClubsNSW Club Gaming Code of Practice.

The Club’s routine trading hours are as follows:

Monday	10:00am – 9:00pm
Tuesday	10:00am – 10:00pm
Wednesday	10:00am – 9:00pm
Thursday	10:00am – 10:00pm
Friday	10:00am – 11:00pm
Saturday	10:00am – 11:00pm
Sunday	10:00am – 9:00pm

From time to time the Club may trade outside of these hours to the extent permitted under its licence and in accordance with any extended trading hours for special events as granted by the Minister.

In any event, the operation of gaming machines in Gerringong Bowling & Recreation Club is strictly prohibited during the mandatory shutdown hours of:

3:30am - 9:30am Mondays to Sundays
3:30am – 9:30am Public holidays

Under no circumstances are the gaming machines to be operated during these hours.

3. Legislative Requirements

The Club's license to operate gaming machines is provided within an overall legislative framework.

The applicable legislative framework is primarily the Gaming Machines Act 2001 (NSW) and the associated Gaming Machine Regulation 2019 (NSW)

This legislative framework includes numerous measures which work towards ensuring the responsible conduct of gaming in NSW.

Such legislative and regulatory measures include those in the table below. Each item has its own legislative consequence for non-compliance.

No.	Legislation or Regulation Reference	Responsible Conduct of Gaming Measure
1	Gaming Machines Act 2001 – Section 10	Overall State Cap on Gaming Machine Entitlements
2	Gaming Machines Act 2001 – Section 11	Limit on number of gaming machines in hotels
3	Gaming Machines Act 2001 – Section 14	Restrictions on number of gaming machine entitlements and permits held
4	Gaming Machines Act 2001 – Section 20(3)	Gaming Machine Entitlement Forfeiture on Transfer
5	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures -Division 1.	Gaming machine threshold scheme
6	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures -Division 2.	Mandatory Shutdown of Gaming Machines
7	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 43.	Prohibition on publishing gaming machine advertising
8	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 44.	Prohibition on displaying gambling-related signs
9	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 45.	Regulation of promotional prizes and player reward schemes
10	Gaming Machines Act 2001 – Section Part 4 Gambling Harm	Disclosure of information in player activity statements

No.	Legislation or Regulation Reference	Responsible Conduct of Gaming Measure
	Minimisation Measures Division 3 Section 45A.	
11	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 45B.	Disclosure of information in relation to players
12	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 46.	Provision of problem gambling counselling services
13	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 47.	Responsible conduct in relation to gaming machines
14	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 47A.	Prohibition on accepting transfer of prize-winning cheques
15	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 47B.	Requirements relating to prize winning cheques
16	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 47C.	Prohibition on certain cash dispensing facilities
17	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 48.	Industry codes of practice
18	Gaming Machines Act 2001 – Section Part 4 Gambling Harm Minimisation Measures Division 3 Section 49.	Self-exclusion of patrons from hotels and clubs
19	Gaming Machine Regulation 2019 – Part 2 (excl 17 funds transfer transparency requirement to be added)	Regulation and Management of Gaming Machines – General Provisions
20	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 3.	Gaming Machine Threshold Scheme
21	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 41	Gaming machine advertising and signs—exclusions
22	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm	Provision of player activity statements under player reward schemes

No.	Legislation or Regulation Reference	Responsible Conduct of Gaming Measure
	minimisation measures. Division 4 Reg 42	
23	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 43	Requirement to keep record or copy of player activity statement
24	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 44	Provision of problem gambling counselling services
25	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 45	Self-exclusion schemes
26	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 46	Provision of gambling contact cards
27	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 47	Offering of inducements to gamble
28	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 48	Notices relating to gaming machine areas in clubs
29	Gaming Machine Regulation 2019 – Part 3 Responsible gambling practices and other harm minimisation measures. Division 4 Reg 50	Publicity for prize winners
30	Gaming Machine Regulation 2019 – Part 6 Player Cards and accounts	Player Cards and Accounts

4. Venue Gambling Signage and Information

Checks are undertaken internally at least every month and externally by a consultant annually to ensure all gambling compliance signage is up to date and maintained.

All advertising and promotions relating to gaming which is undertaken by the Club comply with the Liquor & Gaming NSW guidelines.

Patrons may access their player activity statements by requesting the same from the Responsible Gambling Officer on duty at the Club.

5. Responsible Gambling Officer

(a) The Club shall ensure that one Responsible Gambling Officer (Gambling Contact Officer), being a dedicated staff member who holds a current Advanced RCG certificate, is on duty and monitoring the gaming machines of the venue whenever gaming machines are operating.

(b) The Responsible Gambling Officer (Gambling Contact Officer)'s primary duties are to:

- a. maintain the gambling incident register.
- b. make reasonable efforts to identify gaming machine players who display or engage in problematic gambling behaviour;
- c. if any gaming machine player displays or engages in multiple problematic gambling behaviour as outlined in the Authority's Guideline, during a single trading day, then the Responsible Gambling Officer/Gambling Contact Officer must (at least once during that trading day):
 - i. request that the player take a break from gaming machine play until the close of trade on that day or night (noting that a player who complies with a request to take a break may remain on the premises and consume other goods and services);
 - ii. provide information about the self-exclusion scheme offered at the premises (being the scheme available pursuant to s. 49 of the Gaming Machines Act 2001) and ask whether the player wishes to participate in that scheme.
 - iii. provide information about and access to problem gambling counselling.

(c) There will be no breach of this clause 5 by:

- a. a Responsible Gambling Officer (Gambling Contact Officer) undertaking minor additional gaming duties, so long as such duties do not detract from the Officer's primary duties; or
- b. the temporary absence of the Officer from the gaming machine areas, where such absence occurs in the ordinary course of their primary duties (for example, to engage with a gaming machine player in a private space) or is by way of a routine break from work (such as a meal break or bathroom break).

- (d) At all times, the Duty Manager or other senior manager responsible for gaming machine operations will assist the Responsible Gambling Officer (Gambling Contact Officer) in carrying out the duties described in this clause 5.

6. Gaming Incident Register

- (a) The club will keep and maintain a gambling incident register. The gambling incident register will record:
 - a. any incident in which a patron of the venue displays or engages in problematic gambling behaviour of the kind specified in the 'Signs of risky and problem gambling behaviour: Know the signs and how to act' factsheet published on the L&GNSW website as amended from time to time
 - b. brief description (or identity, if known) of any gaming machine player identified displaying or engaging in that behaviour and the time, location and machine number(s) if known or applicable.
 - c. any proposed or implemented self or third-party exclusions of gaming machine players (specifying the player's name (where provided or known), membership number (if applicable) and duration of any exclusion) and the patron's response to the same; and
 - d. Any breach or attempted breach of a self or third-party exclusion observed by the Club.
 - e. Our Club will participate in initiatives to assist patrons with self-facilitated requests to be included on the multi-venue self-exclusion register.
- (b) The gambling incident register must also record details of the action taken in response to the incidents, applications and other matters recorded in the register.
- (c) Club review the gambling incident register at least monthly and must consider whether an exclusion order is appropriate for any person who has been asked to self-exclude but has declined to do so.
- (d) The information recorded in a gambling incident register information will be retained by the Club for at least 3 years from when the record was made.
- (e) Club at the request of a police officer or L&GNSW inspector, will make the gambling incident register available for inspection.

7. Player Assistance

The Club will initiate a self-exclusion upon request by a patron at any time when the Club is open.

A Club patron can self-exclude by speaking to any staff member who will direct them to the Responsible Gambling Officer on duty.

As required by law, the Club displays problem gambling brochures, and these are made available to self-excluding patrons.

The Club utilises ClubSAFE Multi-Venue Self-Exclusion online system and uses this to offer multi-venue exclusion to self-excluding patrons.

8. Minors

As required by law anyone under 18 may only enter the Club premises when accompanied by an adult or guardian.

As required by law minors are not permitted to play gaming machines and signs stating this are displayed at all gaming room entrances.

All Club employees work together to ask for proof of age if they are uncertain that a patron is at least 18.

Any person who is under the age of 18 and who is in the gaming room will be asked to immediately leave the gaming room.

9. Cash, Cheques and Prizes

If a patron claims a prize of more than \$5,000, the amount that exceeds \$5,000, or the entire amount if requested by the patron, will be paid by the Club in one of two ways:

- (a) crossed cheque made payable to the prize winner; or
- (b) electronic funds transfer (EFT) to a nominated account - if those means are available.

Any prize-winning cheque will be clearly marked with the words: Prize-winning cheque – cashing rules apply.

If the prize is being paid through electronic transfer, the patron account must be with a financial institution, such as a bank, and be in the name of person.

The club does not allow the cashing of Cheques.

10. Responsible Conduct of Gaming Training

The board and Chief Executive Officer will ensure at least 2 directors (within 12 months of appointment) have completed the Responsible Gambling Oversight Training.

The Responsible Gambling Officer has undertaken approved Responsible Gambling Officer Training and regularly undertakes refresher training to ensure compliance with the Code.

Duty Managers / Supervisors have undertaken the approved Advanced Responsible Gambling Training with 12 months of their appointment.

Gaming staff members involved in the service of gaming machines with the club are trained in the Responsible Conduct of Gambling (RCG) and hold a valid RCG competency card.

Non-gaming staff members have undertaken approved Staff Induction Training on responsible gambling upon commencement of employment.

Staff and board members will undertake relevant responsible gambling refresher training every 5 years or when relevant legislation is amended.

Our venue also undertakes mandatory Anti-Money Laundering and Counter Terrorism Financing (AML/CTF) training as required under the AML/CTF Act 2006.

11. Venue Layout

The Club attaches a part current plan and a part future plan of the Gerringong Bowling & Recreation Club premises showing the gaming machine areas, as well as an overall premises plan to allow for the part plans to be viewed in context, as Appendix 1 ("Premises Plans"). The Premises Plans indicate the location of the:

- gaming machine area(s)
- layout of gaming machines

The current part plan shows the current layout of Gerringong Bowling & Recreation Club gaming area, and the future in black strips of Gerringong Bowling & Recreation Club gaming area.

This Gaming Management Plan, for the avoidance of doubt, does not need to be updated if there is a change to:

- (i) the gaming machine layout(s) within the gaming machine area(s) or CRT(s) location (subject to any applicable legislative requirements); or
- (ii) a change to the location of the ATM(s) outside of the gaming machine areas (subject to any applicable legislative requirements); or

- (iii) the renovation of the Gerringong Bowling & Recreation Club premises from the current part premises plan layout to the future part premises plan layout.

12. Going Above and Beyond

The Club has determined to work towards going above and beyond the current legislative requirements set out above.

Going above and beyond in this way demonstrates the Club's commitment to the responsible conduct of gaming.

The Club will work towards achieving the following measures at Gerringong Bowling & Recreation Club:

Going Above and Beyond			
No.	Obligations & Goals		Club
1.	Start with a Plan.	Develop a Gaming Plan of Management that identifies your responsible conduct of gambling (RCG) obligations and goals and what you are doing to meet them. (Foundational)	This Gaming Plan of Management has been adopted by the Club. This represents the Club's commitment to the responsible conduct of gaming at Gerringong Bowling & Recreation Club.
2.	Provide staff with additional training and resources	Regular in-house training and refreshers on your policies and procedures. (Foundational)	The Club will provide and obtain staff sign off at least every 2 years on Club's policies and procedures.
		Training or resources on the signs of risky and problematic gambling behaviour. (Intermediate)	The Club will provide relevant staff with additional online training program.
3.	Support staff to identify and assist patrons who need help	Have a strong presence of supervisors in gaming room(s). (Foundational)	The Club's Responsible Gambling Officer on duty will have a strong presence in the gaming room(s).
		Provide feedback on the action taken by managers when an issue is reported. (Intermediate)	The Club will each monthly review the Gaming Incident Register and provide feedback to staff who have recorded issues.

Going Above and Beyond			
No.	Obligations & Goals		Club
4.	Create a strong culture of gambling harm minimisation.	Make it clear to staff that patron welfare is of the utmost importance. (Foundational)	The Club in relevant staff training will make it clear to staff that patron welfare is of the utmost importance.
		Maintain a Gambling Incident Register to record RCG related incidents and the actions taken to address them. (Intermediate)	See Section 6 of this Gaming Plan of Management setting out how the Club will maintain the gambling incident register.
		Appoint a dedicated staff (e.g. responsible gambling manager or gambling contact officer) to provide specialist support to staff and patrons. (Advance)	See Section 5 of this Gaming Plan of Management setting out how the Club will have a Responsible Gambling Officer.
5.	Encourage breaks in play through venue and service design	Don't provide complementary food and snacks at gaming machines. (Foundational)	The Club will not provide complementary food and snacks at gaming machines.
		Reduce the amount of cash that can be withdrawn from the ATMs in your venue. (Advance)	The Club will only permit withdrawals of \$400 from the ATM at any one time (noting that the ATM has a maximum of \$800)
6.	Make sure self-exclusion is understood, available and enforced.	Initiate self-exclusion when requested, regardless of the day or time (Foundational)	The Club will initiate self-exclusion when requested regardless of the day or time (subject to Club opening hours).
		Have strong systems for staff to familiarise themselves with photos of people who have self-excluded. (Foundational)	The Club has such photos available, and the Responsible Gambling Officer will inspect them regularly.
		Proactively talk to patrons about self-exclusion during welfare checks (Intermediate)	During welfare checks when appropriate the Responsible Gambling Officer will mention that the Club offers a self-exclusion program.

Going Above and Beyond			
No.	Obligations & Goals		Club
		Consider technology solutions to prevent breaches, such as facial recognition technology through your CCTV or through your sign-in systems. (Advanced)	Club sign in systems will be utilised to record multi-venue self-excluded patrons and Club patrons who self-exclude and if those persons swipe or insert their details on entry they will be detected by the Club.
7.	Promote responsible gambling	Include responsible gambling messages on your website, and in newsletters and loyalty program marketing. (Foundational)	The Club will include responsible gambling messages on its TV and Radio Advertising and in Newsletters to Members (note the Club does not have a Loyalty Program).

In summary, the Club with respect to the “Going above and beyond – Responsible conduct of gambling for venues” guidelines has adopted”:

- 8 Foundational Strategies to reduce gambling harm.
- 4 Intermediate Strategies to reduce gambling harm; and
- 3 Advanced Strategies to reduce gambling harm.

13. Updating this Plan

The Club will review this plan at least annually and update it accordingly should the need arise.

This Gaming Management Plan, for the avoidance of doubt, does not need to be updated if there is a change to:

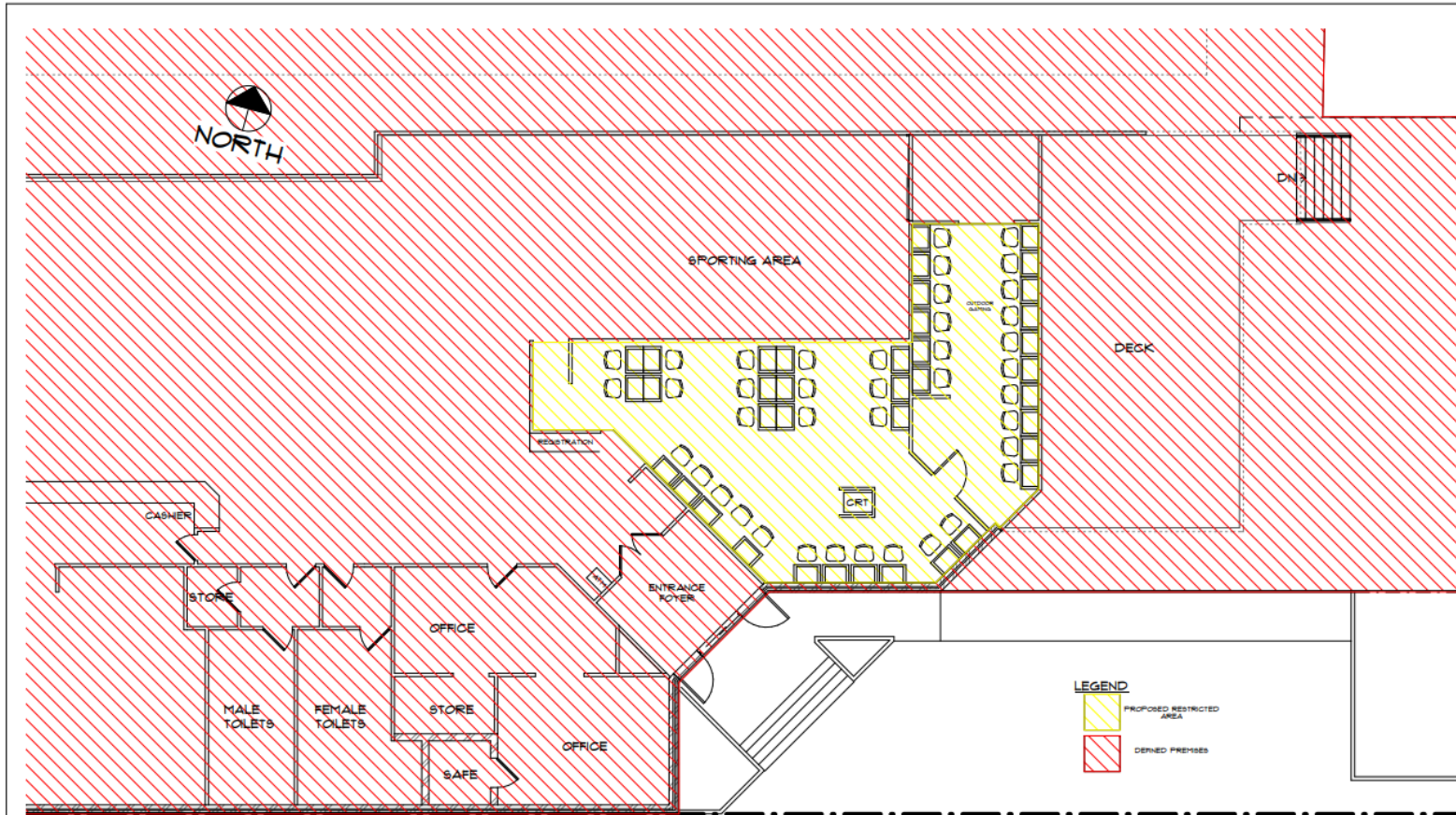
- (i) The gaming machine layout(s) within the gaming machine area(s) or CRT(s) location (subject to any applicable legislative requirements); or
- (ii) A change to the location of the ATM(s) outside of the gaming machine areas (subject to any applicable legislative requirements); or
- (iii) The renovation of the Gerringong Bowling & Recreation Club premises from the current part premises plan layout to the future part premises plan layout.

14. Liquor Licensing Police Details:


The local liquor licensing police contact details are:

Licensing Police Michael Faulkner faul1mic@police.nsw.gov.au
or LAKE1PDLICENCING@police.nsw.gov.au

Appendix 1 –Gaming Floor Plan



1 GROUND FLOOR PLAN
1:100

 DARREN RITCHIE - 0416 215 260 PACIFICPERSPECTIVES@YAHOO.COM.AU	DATE	ISSUE	REVISION	PROPOSED RESTRICTED AREAS	GROUND FLOOR PLAN			
	15/09/20	01	GAMING LICENSE	FOR: GERRINGONG BOULO	SCALE @ A3:	1:100	ISSUE	SHEET NO.
				AT: PACIFIC AVE, GERRINGONG	DATE:	15/09/20	1	2

Overall Premises Plan

