

QUEENSLAND RESPONSIBLE GAMBLING CODE OF PRACTICE



RESPONSIBLE GAMBLING MISSION STATEMENT

The Carina Leagues Club Limited is committed to ethical and responsible behaviour that recognises the importance of our members and patrons wellbeing with a focus on minimising the potential harm of gambling.

If gambling becomes a problem call **GAMBLING HELPLINE 1800 222 050** – free, confidential, 24 hours, 7 days.

To assist you the Club can provide:

- A copy of the Club's Responsible Gambling Policy
- A Player Information Guide to help you play responsibly and
- Exclusion from the Club when gambling becomes a problem

Our Financial Transaction Policy is also available but you should be aware of the following rules:

- This Club will not provide credit for gambling under any circumstances
- This Club will not cash winning cheques until the next day
- This Club may refuse to cash any cheque
- This Club will not cash cheques or make payouts beyond maximum set limits
- This Club will only cash cheques up to a maximum of \$5,000 per day
- The maximum cash payout for this premises is \$5,000

Minors

Minors are prohibited from gambling and are not permitted in the gaming area.

Gaming Machines

The Club will maintain gaming machines in premium condition for members and patrons enjoyment and clearly mark unplayable machines.

Gambling Environment

The Club will ensure a pleasant gambling environment for members and patrons. The Club will place a clock within designated gambling areas to make members and patrons aware of the passage of time.

Breaks in Play

The Club will not encourage extended, intensive and repetitive play and will make members and patrons aware of other alternative forms of entertainment available at the Club.

Gratuities

Staff working in gambling areas will not encourage gambling members and patrons to give them gratuities.

Service of Alcohol

Members and/or their guests showing signs of intoxication will be prevented from playing gaming machines and may be lawfully removed from the premises.

The Club will abide with the guidelines of the Responsible Service of Alcohol policy as issued by the Liquor Licensing Division.

Player Privacy

The Club will ensure all activities relating to gambling by members and patrons shall remain confidential and shall not be discussed with other members and patrons and members of the community.

Player Loyalty programs will not be abused to the detriment of the player or breach their desire for their gaming activities to remain confidential and private.

Self Exclusion

The Club has provisions as an operator to assist members and patrons who think they may have a problem with gambling to control their gambling habits.

Staff will co-operate with any person seeking to bar themselves from gambling by referring such person to the Club's Liason Officers.

Exclusion Requested by a Third Party

The Club will suggest to any third party (eg. Family members or professional welfare groups) that self exclusion documents and procedures are available and will provide a copy of the Offer of Self Exclusion and Deed of Self Exclusion to the third party and encourage the third party to discuss the option with the person believed to have a problem with gambling.

Customers & Community Reaction

The Club's General Manager and Assistant Manager will perform customer liason and community liason officers roles to facilitate communication between members, patrons and community support agencies on responsible gaming issues.

The Club will ensure that gambling related staff, where appropriate, are trained on an on going basis in responsible provision of gambling and gambling products. They will receive training regarding the Responsible Gambling Policy so they may provide assistance to members and patrons regarding this policy.

The Club will assist employees who may have a problem with gambling as outlined in the Club's Responsible Gambling Employee Support Policy.

Advertising & Promotion Code of Practice

The Club will ensure that any advertising or promotion:

- Complies with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers;
- Is not false, misleading or deceptive;
- Does not implicitly or explicitly misrepresent the probability of winning a prize;
- Does not give the impression that gambling is a reasonable strategy for financial betterment;
- Does not include misleading statements about odds, prizes or chances of winning;
- Does not offend prevailing community standards;
- Does not focus exclusively on gambling, where there are other activities to promote;
- Is not implicitly or explicitly directed at minors or vulnerable or disadvantaged groups;
- Does not involve any external signs advising of winnings paid;
- Does not involve any irresponsible trading practices by the gambling provider;
- Does not depict or promote the consumption of alcohol while engaged in the activity of gambling; and
- Has the consent of the person prior to publishing or causing to be published anything which identifies a person who has won a prize.