

GAMBLING HARM MINIMISATION INITIATIVES

Raymond Terrace Bowling Club has varying strategies in place and resources available to assist patrons and concerned family members with the management of gambling.

Resources are available in a range of languages as required. Access to interpreters is available upon request. Raymond Terrace Bowling Club Managers and Supervisors are available to discuss or implement any harm minimisation measure with anyone, at any time.

Gaming Exclusion Programs:

Voluntary Self-Exclusion:

- A multi-venue gambling self-exclusion (MVSE) scheme is available to any individual, who, at their own request is able to enter into a legal deed to prevent them entering or remaining in gaming areas or partaking in various gambling activities of a licensed venue.
- Minimum exclusion period is six (6) months.
- Exclusion from multiple licensed premises (clubs & hotels) can be included in a single exclusion deed.
- Gambling exclusions may also extend to TAB/wagering and Keno.

A self-facilitated self-exclusion option allows patrons to apply to exclude themselves online, 24/7, without attending a gaming venue, and before seeing a gambling counsellor. To access this facility, <https://mvse.com.au/self-facilitation>

Family Initiated Exclusion:

When a person's gambling is causing their family harm it may be appropriate to consider applying for a family-initiated exclusion. A responsible gambling counsellor will work with the family, the player and the club, separately and privately, to determine whether an exclusion is necessary. A Player can appeal family-initiated exclusions to the Code Adjudication Panel. Upon initial approach to Raymond Terrace Bowling Club, the third party will be provided with a brochure featuring family self-exclusion information and links to commence steps for assistance.

Information brochures are available at Raymond Terrace Bowling Club or via: www.clubsnsw.com.au/gamingcodeofpractice

Venue Initiated Exclusion:

In line with the Club Gaming Code of Practice, Raymond Terrace Bowling Club may apply for venue-initiated exclusion if a player displays any of the following problem gambling behaviours or through:

- Seeking credit for gambling.
- Seeking to borrow money for gambling.
- Admitting to borrowing or stealing money to gamble.
- Leaving a minor unattended while playing gaming machines.

A venue-initiated exclusion is for a minimum period of 12 months and is limited to Raymond Terrace Bowling Club. A Player can appeal venue-initiated exclusions to the Code Adjudication Panel.

Player Activity Statements (PAS):

- A player activity statement will be provided on request to the account holder, if the account has been active, free of charge.
- A request form may be obtained from the venue via an email to tara@rtbc.com.au with your name, member # and month of play requested.
- For the protection of player privacy, statements can only be collected in person, upon presentation of a venue recognised form of photo identification that matches player details.

Account Limit Setting / Voluntary Pre-Commitment Limits:

The account holder of a player account may set a weekly account limit by written request to the Club. The request should state the amount that the player wishes to be restricted to each week (turnover minus wins). The player will be notified via the card reader once carded play has reached their nominated limit. If a weekly account limit is set, the player may alter the limit by written request to the Club. Forms for account limit setting are available from the Cashier.

Access to Cash Policy

Under no circumstances will a cash advance or form of credit be extended to a player at Raymond Terrace Bowling Club. Raymond Terrace Bowling Club does not tolerate any form of solicitation by any party for cash or money lending at Raymond Terrace Bowling Club.