



GAMING POLICY

Rainbow Beach Sports, Recreation & Memorial Club Inc. provides gaming machine amenities for the enjoyment of our patrons and in the provision of such amenities, Rainbow Beach Sports, Recreation & Memorial Club is also committed to responsible gaming services to our patrons in accordance to the Club's Gaming Policy.

Rainbow Beach Sports, Recreation & Memorial Club is committed to the following guidelines:

MANAGEMENT & STAFF CODE OF PRACTICE

1. Management are committed to the training of all staff in responsible gaming services
2. Management are committed to the counseling and support of staff who may have a gaming related problem
3. Rainbow Beach Sports, Recreation & Memorial Club is committed to provide a safe environment to patrons
4. Staff are committed to serving patrons in a friendly, responsible and professional manner
5. Staff are familiar with the procedures and rules relating to payouts, machine malfunctions and refusal of payment
6. Staff are familiar with procedures for dealing with patrons who may have a potential problem with excessive gambling
7. The Club has a policy for dealing with a patron who has requested self exclusion and staff ensure the individual arrangements are documented and signed by the patron
8. A policy is in place for dealing with minors and false IDs

RESPONSIBLE DELIVERY OF GAMING MACHINE SERVICES & FACILITIES

1. Placement of cash machines, ATM and EFTPOS facilities are not within the gaming area. Patrons cannot receive cash on credit card transactions.
2. Rainbow Beach Sports, Recreation & Memorial Club provides information on the potential risks of excessive gaming and support agencies for patrons adversely affected by gaming practices.
4. Rainbow Beach Sports, Recreation & Memorial Club maintains a clearly stated policy in relation to children and minors being allowed within a specified distance from the gaming area.
5. Rainbow Beach Sports, Recreation & Memorial Club maintains a clearly stated policy in relation to preventing intoxicated patrons playing the gaming machines.
6. Signs and other material advertising gambling counseling services to assist patrons adversely affected by gambling are displayed in prominent positions within our clubhouse facility. Such signage is in compliance with the regulations signs required in section 24 of the Gaming Machine Regulation 1991.
7. Rainbow Beach Sports, Recreation & Memorial Club has a self-exclusion policy and encourages compliance with patrons.
8. Our Club has a responsible policy on cheque cashing procedures and we do not allow patrons to cash winning cheques.

9. Rainbow Beach Sports, Recreation & Memorial Club has implemented a responsible marketing and advertising policy, which focuses on all club activities rather than just gaming. We ensure that advertising is not false, misleading or deceptive, in particular to a patrons' chances of winning on a gaming machine.

The above policies are put in place to minimize patron harm which may arise from the provision of gaming machine facilities provided by Rainbow Beach Sports, Recreation & Memorial Club Inc.

RESPONSIBLE SERVICE

1. Rainbow Beach Sports, Recreation & Memorial Club follows procedures in accordance with the relevant Qld Government legislation and industry policies.
2. Management communicates with staff on gambling-related incidents or situations to ensure compliance with legislation
3. Accurate records of gambling related incidents and related staff action is maintained by management

SIGNS OF IRRESPONSIBLE GAMBLING

1. Regular withdrawals from the ATM or EFTPOS facility
2. Annoyance that a particular machine is being played by another patron
3. Showing signs of anger when not winning
4. Asking for extra one dollar coins prior to going home
5. Borrowing money from friends, other patrons

ACTION

1. Staff are requested to notify a Duty Manager if they believe patrons are displaying any of the above signs whilst using gaming machine facilities provided by Rainbow Beach Sports, Recreation & Memorial Club Inc.
2. If a patron approaches a staff member and disclose they feel they have a problem with excessive gambling, you should actively assist that patron.
3. It is important for staff to be aware that if you have reason to believe there is a problem with a particular patron, you must take action.
4. If you see a patron clearly upset, angry or distressed, ask if they need assistance, or report the behaviour to a Duty Manager.