



Norths Devils
Leagues Club

Responsible Service
of Gaming Initiatives
House Policy

**RULES ANCILLARY TO GAMING
GAMING MACHINE ACT 1991- SECTION 236
(SCHEDULE 3 OF THE REGULATION)**

1. A person under the age of 18 years must not play a gaming machine
2. A gaming employee may determine that 1 gaming machine only may be played by a person at the same time
3. A gaming machine may be reserved by a person without play for a maximum period of 3 minutes.
4. No person, other than a person permitted under the act, is to touch an internal part of a gaming machine
5. A gaming employee must refuse to pay a cancelled credit or jackpot payout if he or she believes on reasonable grounds that –
 - a. The gaming machine credits were not accumulated, or the winning combination was not obtained, during permitted hours of gaming under section 235 of the Act;
 - b. The person claiming the cancelled credit or jackpot payout is not the person entitled to the payment or a person acting on behalf of that person; OR
 - c. The Act has been contravened by the person claiming the cancelled credit or jackpot payout.
6. If, under section 5, a gaming employee refuses to make a payment. The Gaming employee must as soon as practicable submit a report to the chief executive
7. (1) For section 242(2)(b) of the Act, a licensee required to make a payment to a player for a cancelled credit or jackpot payout of more than \$2000 must make the payment in 1 of the following ways –
 - a. \$2000 of the payment in Australian currency and the balance of payment by cheque;

b. If requested by the player –

- An amount less than \$2000 of the payment in Australian Currency and the balance of the payment by cheque; OR
- The entire payment by cheque

(2) For making a payment under Subsection (1) –

- a. If part of the payment is in Australian currency, the licensee must pay the Australian currency when the player claims payment, AND
- b. The licensee must give a cheque to the player or post it to the players address within 24 hours after the player claims payment.

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FORM 7 (a)

The Norths Devils Leagues Club has developed the Responsible Gambling Policy, in consultation with Management, Employees and Members, to minimise harm associated with problem gambling.

In developing the Policy, the Norths Devils Leagues Club has realistically taken into account the following –

- Local community concerns on potential harm associated with gambling;
- Role of the Club in providing a Responsible Gambling Environment, including duty of care for Members and Patrons who may have a problem with gambling;
- Rights and responsibilities of members and patrons who may have a gambling related problem.

A self – regulatory and voluntary instrument, the Responsible Gambling Policy demonstrates the Norths Devils Leagues Club commitment to minimising harm associated with gambling on its employees, members and patrons and the local community.

REFERENCE DOCUMENTS

The reference documents for the Responsible Gambling Policy are –

- Gaming Machine Act 1991
- Liquor Act 1992
- Queensland Responsible Gambling Code of Practice

Section 1a of the Amendment of the Gaming Machine Act 1991 state –

“The object of the Act is to ensure that, on balance, the State and community as a whole benefit from gaming machine gambling.

The balance is achieved by allowing gaming machine gambling subject to a system of regulation and control designed to protect players and the community through - ”

- a. ensuring the integrity and fairness of games; and
- b. ensuring the probity of those involved in the conduct of gaming machine gambling; and
- c. minimising the potential for harm from gaming machine gambling.

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There is a correlation between the Responsible Service of Alcohol provisions within the Liquor Act 1992 and Responsible Gambling. The two relevant objects of the Liquor Act 1992 are:

a. to facilitate and regulate the optimum development of the tourist, liquor & hospitality industries of the State having regard to the welfare needs and interests of the community and the economic implications of change, and

- b. to regulate the liquor industry in a way compatible with –
- i. minimising harm arising from misuse of liquor; and
 - ii. the aims of the National Health Policy on Alcohol.

The guiding principle of the Queensland Responsible Gambling Code of Practice state: The Queensland Responsible Gambling Code of Practice is based on shared commitment by gambling industry providers to the guiding principle of ethical and responsible behaviour. This principle recognises the importance of customers' wellbeing with a focus on minimising the potential harm of gambling. In addition, customers' rights to privacy are respected.

POLICY GOALS

The goals of the Responsible Gambling Policy are to:

- Manage potential harm associated with gambling by creating a responsible gambling environment.
- Educate and inform board/committee, management, employees, members and patrons and the local community about potential harm associated with gambling.
- Create awareness of significant benefits that will arise where employees, members and patrons and the local community about potential harm associated with gambling.
- Ensure compliance with the Gaming Machine Act 1991, Liquor Act 1992 provisions on Responsible Service of Alcohol and the Queensland Responsible Gambling Code of Practice.

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WHAT IS PROBLEM GAMBLING?

Problem gambling exists when gambling activity results in a range of adverse consequences where:

- The safety and wellbeing of gambling customers and or their families and friends are placed at risk; and or
- Negative impacts extend to the broader community.

POTENTIAL HARMFUL EFFECTS OF PROBLEM GAMBLING

Some potential harmful effects of problem gambling on individuals and the community are –

- Personal – stress, depression and anxiety, poor health, suicide
- Work and Study – job loss, absenteeism, poor performance
- Financial – financial hardships, debts, asset losses, bankruptcy
- Legal – theft, fraud, scams
- Interpersonal – domestic violence, relationship breakdown, family neglect
- Community Services – pressure on charities and public purses

WHAT IS RESPONSIBLE GAMBLING?

Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling.

Responsible gambling occurs as a result of the collective actions and shared ownership by individual, communities, the gambling industry and the Government to achieve outcomes that are socially responsible and responsive to community concerns. 12

HARM MINIMISATION STRATEGIES

The Norths Devils Leagues Club has a responsibility to ensure that the Gaming Machine Act 1991, Liquor Act 1992 and the Queensland Responsible Gaming Code of Practice are strictly adhered to in the provision of gambling products and services. Therefore, Norths Devils Leagues Club will implement the following strategies to minimise the potential harm associated with gambling:

a. Provision of Information

The Club will make available Responsible Gambling information, including the Club's Responsible Gambling Mission Statement, Player Information Guide outlining odds/win rates of major prizes, signage on potential harm associated with gambling and brochures on where to get help for problem gambling. This information will be available to Members and Patrons and will be alerted to them on the availability of this information will be displayed on signage at the entrance of the gambling areas (or other suitable locations) in the Club.

b. Interaction with Customer & the Community

Community Liaison

Norths Devils Leagues Club have appointed the Club's Duty Managers as the Gambling Liaison Officers who will liaise with the community by facilitating discussion and establishing networks between the Club and community support agencies on responsible gambling issues. With all the Duty Managers carrying out the roll of the Gambling Liaison Officer, the Club can help any Patron at any time of the day.

Customer Liaison

Norths Devils Leagues Club appointed Gambling Liaison Officers who will perform the customer liaison role. This role will include facilitating communication between members and patrons and the Club on responsible gambling issues, including complaint resolution mechanisms and self-exclusion provisions.

Customer Complaints

The Club will inform members and patrons about procedures for lodging complaints and will strive to deal with the complaints in a timely manner. Where the outcomes are not to the satisfaction of the complainant, the Club will inform the complainant of other avenues of redress, in particular Queensland Office of Gaming Regulation, Liquor Licensing Division, Clubs Queensland and their solicitor. 13

Training & Skills Development

The Club will ensure that gambling related service staff receive appropriate information and training, on an ongoing basis, in responsible provision of gambling and gambling products. They will also be provided with appropriate training regarding the Responsible Gambling Policy so they are well informed and better positioned to provide advice and assistance to members and patrons regarding the Responsible Gambling Policy and its goals. Upon request, the Club will assist Management and employees, who may have a problem with gambling as outlined in the Club's Responsible Gambling Employees Support Policy.

c. Exclusion Provisions

Self Exclusion

The Club will implement self – exclusion provisions as an option to assist members and patrons who think they may have a problem with gambling to control their gambling habits and will make them aware of the existence of self exclusion provisions by putting signage at the entrance to gambling areas (or other suitable locations) in the Club. The Club will provide a list of local community support agencies to members or patrons who request self exclusion from the Club and also encourage them to exclude themselves from other gambling venues in the area. The Club will undertake regular reviews of self exclusion provisions to assess their effectiveness.

Venue Exclusion

The Club will assess each venue exclusion using a range of evidences and sources. Venue Exclusion will only be initiated after the option of self-exclusion has been exhausted. The Club will ensure that all required forms are completed and the relevant staff notified of the exclusion.

d. Physical Environment

Minors

The Club will prohibit all persons under the age of 18 from gambling or being present in areas where adults are gambling and will alert members and patrons on these prohibitions by putting signage at the entrance to the gambling areas (or other suitable locations) in the Club. 14

Gaming Machines

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

Service of Alcohol

The Club will not use free or discounted alcoholic drinks or happy hours to promote gambling. Members and Patrons who are intoxicated are not permitted to continue gambling.

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 encourage breaks in play by making members and patrons aware of other alternative forms of entertainment available at the Club and where possible providing self-service tea and coffee facilities away from the gambling areas. The Club will not encourage extended, intensive and repetitive play and will require members and players to purchase drinks from the bar.

Gratuities

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

Staff

The Club will ensure that gambling related service staff wear identification badges when on duty. Staff shall not play or permit any other person to play gaming machines on their behalf on the premises.

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. 15

e. Financial Transactions

Financial Transactions Policy

The Club will not locate ATM's in designated gambling areas or in the entry to designated gambling areas, where safe and practical. The Club will not extend credit for the purpose of gambling under any circumstances. The Club will not cash cheques.

A maximum cash limit for payouts applies and reflects the agreed maximum amount approved by the Queensland Office of Gaming Regulation and Jupiters Gaming for Keno for the whole Club. If the winning amount is greater than its limit, either the whole amount can be paid by cheque or paid partly in cash to the maximum limit with the balance of the payout by cheque. Any cheque for winnings will not be cashed by this Club.

f. Advertising & Promotions

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;
- Where appropriate, positive responsible gambling messages are incorporated in advertising and promotion.

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g. Policy Implementation

The Norths Devils Leagues Club has commenced the implementation of the Responsible Gambling Policy on the 1st July 2002 and will have all measures within 3 months of this date.

h. Policy Review

The Club will review the Responsible Gambling Policy and make assessments of the Club gambling environment on a regular basis. The Club will make such changes as are reasonably necessary to comply with this policy and an ongoing responsible gambling environment for the Club.

i. Club Contact Details

If you require further information on Responsible Gambling or any clarification on the Responsible Gambling Policy, please contact our Gambling Liaison Officer. 17

Player Information Guide

1. Introduction

Gambling is an enjoyable leisure activity for many Australians and the Norths Leagues & Services Club has prepared the Player information Guide to assist you to make informed decisions on your gambling at the club. It contains information on government regulations, gambling products and services offered by the club, player return rates and chances of winning and some basic suggestions to help you enjoy gambling within your means. The Guide supports the *Queensland Responsible Gambling Code of Practice* and supporting documentation (*Queensland Responsible Gambling Resource Manual* and Responsible Gambling Policy) in the responsible provision of gambling products and services by the club.

2. Government Regulations

All gambling products and services are regulated by government agencies, particularly the Queensland Office of Gaming Regulation. This means that no casino, club or hotel in Queensland can operate any gaming machine or game without being formally approved for operating that machine or game. The approval process includes, among other things, a stringent testing of all gaming machines or games by a licensed monitoring operator to ensure they meet all legislative requirements. The approval process is an assurance to members/patrons that the gaming machine or game that they play meets all prescribed standards.

3. Gambling products and services available at the club

The club provides the following gambling products and services for the enjoyment of its members/patrons:

- gaming machines (pokies)
- keno
- wagering (TAB)
- bingo

4. Chances of Winning



Gaming machines in clubs and hotels in Queensland are programmed to return an expected average rate of 85% and a maximum of 92% over a long period of time to the player. This player return rate is not an outcome of a single game but an average of many games on a gaming machine over a period of time. The reason for this is that gaming machines use the concept of *chance* and *randomness*. Chance is likely outcome of a particular event and randomness is the order in which the outcome will occur. For instance, the chance of getting a 'head' or a 'tail' when you toss a coin is 50/50 and there is no particular order in which the head or tail will occur (randomness). As gaming machines and games have far more possibilities than a coin (which has only two possibilities—head or tail) the chance and randomness of achieving a winning outcome are very different, as illustrated in the table below. Generally, the higher the prize, the more unlikely it is to occur. **Chances of Winning**

Prize Value	Chance of the prize happening on a single play line (including scatters)
\$	1 chance in:
More than 500	10,198
200 to 499	2,669
100 to 199	1,458
50 to 99	450
20 to 49	246
10 to 19	106
5 to 9	53
1 to 4	10
Prize type by symbol combination	Chance of the combination happening on a single play line
Highest prize combination	line
5 of a kind	1 chance in:
4 of a kind	9,765,625
3 of a kind	4,784
2 of a kind	490
	45
	9

Overall chances on a single play line

Chance of ANY prize 1 in 8

Chance of NO prize 7 in 8

Caution

- All the values shown are averages. It is likely that significant variations to these will happen during any session of play.
- If the machine you are playing is a linked machine, the chances of a prize or combination occurring will be different to those above (but can only be better).