



# MURWILLUMBAH SERVICES CLUB

## Gaming Code of Practice Implementation Plan

Murwillumbah Services Club board, management and staff make a commitment to deliver best practice responsible gambling for our members, guests and our industry by adhering to this Gaming Code of Practice (Code).

### [Responsible Gambling Policy](#) (Section 19 of the Code)

- The Responsible Gambling Policy was approved at a Board Meeting on 30<sup>th</sup> June 2023.
- The Responsible Gambling Policy is made available to members, staff and directors via the club notice board / website.

### [Responsible Gambling Officer \(RGO\)](#) (Sections 22-25 and 30 of the Code)

- The Responsible Gambling Officer (RGO) is Guy Anthony Diven
- ClubsNSW was notified of the contact details of the RGO on 12<sup>th</sup> June 2023.
- The RGO will have completed training on 1<sup>st</sup> August 2023
- The club's provider of RGO Training is ClubSAFE.

### [Responsible Gambling Oversight Training](#) (Sections 26-29 of the Code)

(Secretary Manager/Director)

- The club's provider of Director Training is ClubSAFE.
- The club will maintain a register of Directors that have completed the Responsible Gambling Oversight Training.

### [Advanced Responsible Conduct of Gambling Training](#) (Section 31 of the Code)

(Duty Manager)

- The club's provider of Advanced Responsible Conduct of Gambling (RCG) Training is ClubSAFE.
- The club will maintain a register of Duty Managers and Gaming Hosts that have completed the Advanced RCG training.

### [Responsible Gambling Staff Induction Training](#) (Section 33 of the Code)

(Non-Gaming Staff)

- All non-gaming staff receive at induction Responsible Gambling Staff Induction training



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- Refresher Training (Section 34 of the Code)
- Refresher training is required every 5 years.

## Player Welfare Checks (Sections 35-37 of the Code)

- Information outlining the player welfare check process is available to staff via staff notice board and staff portal

## Counselling and Support Services (Section 38 of the Code)

- The club's provider of counselling and support services is ClubSAFE.
- Counselling service information is made available to players via Posters, Contact Cards, and our Gaming Hosts in the gaming areas.

## Forums and Outreach Programs (Sections 39-40 of the Code)

- The club will attend the locally held club and counselling service provider forums.
- The club allows outreach activities to occur with GambleAware counsellors via pre-booking in dates.

## Exclusions (Sections 41-50 and 53 of the Code)

- The club's provider of a multi-venue exclusion scheme is ClubSAFE.
- Information on exclusions (including family-initiated exclusions) is provided to patrons via brochures, posters and contact cards from ClubSAFE in the gaming area.
- The club's policy for family-initiated and club-initiated exclusion is accessible via our website and notice board
- The club notified members of the club's policy in relation to family-initiated and club-initiated exclusions on 3<sup>rd</sup> July 2023
- The club notified members of the club's Policy in relation to Club-Initiated Exclusions on 3<sup>rd</sup> July
- If a patron breaches or attempts to breach their exclusion, the club notifies their multi-venue scheme ClubSAFE and documents it in the Gambling Incident Register.

## Electronic Exclusion Detection (Sections 51-52 of the Code)

- The club's provider of digital sign linked to the exclusion database is Infosign



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## Gambling Incident Register (GIR) (Sections 57-60 of the Code)

- The Gambling Incident Register (GIR) is kept as a **digital system via CherryCheck**
- The RGO reviews the GIR weekly. Results of the GIR review are reported quarterly at the [March, June, September, and December] Board meetings.

## Access to Money (Sections 61-62 of the Code)

- All staff are informed of the prohibition to provide credit for gambling via training, annual induction and staff manual
- The following measures have been taken to ensure the ATM is located outside the gaming area and visibility from gaming machines is minimised: located 20 meters away from the gaming room
- **Player Information (Sections 63-64 of the Code)**
- Staff check the gaming area daily to ensure the following brochures are available:
  - Brochure 1 - Info about the odds - Betting on gaming machines
  - Brochure 2 – ClubSAFE or Bet Safe Counselling and Support
  - Brochure 3 – Information about Responsible Gambling Behaviours

## Minors (Section 65-66 Code)

- The club adheres to the legislations and regulations surrounding the prevention of minors from accessing the gaming machines areas and by doing this utilises the correct signage and has put in place policies and procedures. This is checked daily in order to do this we have adopted a policy/procedure or have one in place.

## Advertising, Promotion and Player Reward Schemes (Sections 67-72 of the Code)

- All gaming-related advertising and promotion approvals will be reviewed and approved by the RGO. A copy of the relevant approvals will be kept for a period of 3 years.
- The Club will review the Player Rewards Scheme for compliance with the Code (Sections 69-72) at least annually.



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## AML/CTF (Sections 73-77 of the Code)

- The CEO and all Directors completed (Executive/Board Oversight Training) within 12 months of commencement on the board or taking the role of CEO within one month of appointment.
  - The AML/CTF Compliance Officer (ACO) Officer is Guy Anthony Diven
  - The AML/CTF Backup Compliance Officer is Ms Alyssa Paton
  - The ACO and ACO Backup completed the approved ACO training on \_1<sup>st</sup> August 2023\_\_\_\_\_.

## AML/CTF Staff Awareness Training (Sections 67-72 of the Code)

- A register of the completion of AML/CTF Awareness Training (for those involved in the gaming machine operations and wagering) can be found in the Training register.
- All other staff outside of gaming were offered access to AML/CTF Staff Awareness training at either induction or annual induction.

## AML/CTF Bans (Sections 81-82 of the Code)

- The club adopted a policy on banning people suspected of money laundering on 30<sup>th</sup> June 2023.

## Assurance (Sections 83-88 of the Code)

- The CEO will conduct an annual internal audit of compliance with the Code using the ClubsNSW online self-audit checklist and report to the board for consideration.
- The club will engage an external auditor every 3 years to audit the club's compliance with the Code and report to the board for consideration.