

Gaming Code of Practice Implementation Plan

Club Burwood Group 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 20 June 2023.
- The Responsible Gambling Policy is made available to members, staff, and directors via the Club website.

Responsible Gambling Officer (RGO) (Sections 22-25 and 30 of the Code)

- The Responsible Gambling Officer (RGO) is Glenn McEvoy.
- ClubsNSW was notified of the contact details of the RGO on 21 June 2023.
- The RGO will complete training on 4 September 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 that have completed the Advanced RCG training.

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

(Non-Gaming Staff)

- All non-gaming staff are offered access to the Responsible Gambling Staff Induction training via the staff induction training.



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 the Club website, and in the internal gaming training modules.

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 brochures, posters, and contact cards from ClubSAFE in the gaming areas.

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

- The club will be attending the locally held club and counselling service provider forums at GambleAware on Monday 4th September 2023.
- The club allows outreach activities to occur with GambleAware counsellors on pre-booked 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 the Club website.
- The club notified members of the club's policy in relation to family-initiated and club-initiated exclusions on 21 June 2023.
- The club notified members of the club's Policy in relation to Club-Initiated Exclusions on 21 June 2023.
- 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 ClubSAFE Multi-Venue Self Exclusion (MVSE) Access.

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

- The Gambling Incident Register (GIR) is kept in a designated Gambling Incident Register on file, and online.
- The RGO reviews the GIR weekly. Results of the GIR review are reported quarterly at the quarterly Board meetings.

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

- All staff are informed of the prohibition to provide credit for gambling via the staff manual training available on the Clubs website.
- The following measures have been taken to ensure the ATM is located outside the gaming area and visibility from gaming machines is minimised:
 - Club Burwood RSL located in Club lobby
 - Club Burwood; Ground floor located in dining area
 - Croydon Park Club; Level 1 located at rear of Club

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, where we have adopted a policy/procedure in place made available on the Club website.

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.

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

(For Clubs with 16 or more gaming machine entitlements)

- The Secretary Manager and all Directors completed (Executive/Board Oversight Training) within 12 months of commencement on the board or taking the role of Secretary Manager on 15th November 2022.
 - The AML/CTF Compliance Officer (ACO) Officer is Glenn McEvoy.
 - The AML/CTF Backup Compliance Officer is John Chi.
 - The ACO and ACO Backup will complete the approved ACO training on 4 September 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 on a training register accessible through the HR team.
- All other staff outside of gaming were offered access to AML/CTF Staff Awareness training. Staff sign off on appropriate paperwork for HR if they want to do the training or not.

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

- The club adopted a policy on banning people suspected of money laundering on 20 June 2023.

Assurance (Sections 83-88 of the Code)

- The Responsible Gaming Officer (RGO) 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 ClubSAFE as an external auditor every 3 years to audit the club's compliance with the Code and report to the board for consideration.