Gaming Plan of Management

[Venue name]

[Hotel / Registered Club]

LIQXXXXXXX

[Number] Gaming Machine Entitlements

Gaming Plan of Management – [Venue name]

### Version control

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Changes made to content | Approved by | Next review date |
| 1.0 | XXX | XXX | XXX | XXX |
| XXX | XXX | XXX | XXX | XXX |

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### Venue details

|  |  |
| --- | --- |
| Street address | XXX |
| Licensee / Club Secretary | XXX |
| Approved manager / Club manager | XXX |
| Number of GMEs | XXX |
| Number of gaming machines operated | XXX |
| Statistical Area 2 (SA2) | XXX |

### Venue licensed hours and shutdown period

Venue licensed hours

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
| Open | XXX | XXX | XXX | XXX | XXX | XXX | XXX |
| Close | XXX | XXX | XXX | XXX | XXX | XXX | XXX |

Venue gaming machine shutdown hours

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
| From | XXX | XXX | XXX | XXX | XXX | XXX | XXX |
| Until | XXX | XXX | XXX | XXX | XXX | XXX | XXX |

### Gaming related licence conditions

[Insert]

### Measures to address gambling harm

[Insert]

### Responsible Gambling Officers

[insert RGO requirements for your venue & how your venue will meet its responsibilities].

RGO duties are:

1. to identify patrons who are at risk of or experiencing gambling harm
2. to identify patrons who are displaying behaviour related to gambling harm
3. to make inquiries with a patron if the officer suspects the patron is at risk of or experiencing gambling harm
4. to notify senior management of serious instances of patrons at risk of or experiencing gambling harm for the purposes of enabling senior management to intervene
5. to facilitate requests by patrons for information about or to participate in self-exclusion schemes conducted by the hotelier or registered club
6. to record, in the hotel’s or registered club’s gambling incident register, incidents relating to persons who are at risk of or experiencing gambling harm, or who display behaviour related to gambling harm, observed by the officer
7. to assist staff and management in ensuring the hotel or registered club meets its harm minimisation obligations under the Act and this regulation
8. to promote harm minimisation measures within the hotel or registered club.

The responsibilities of manager/s on duty are to:

1. take reasonable steps to ensure responsible gambling officers for the hotel or registered club carry out the duties of a responsible gambling officer
2. ensure work health and safety procedures and policies are followed to support responsible gambling officers in exercising their duties as responsible gambling officers
3. ensure responsible gambling officers have had an opportunity to raise issues with the hotel or club manager about the role and its responsibilities
4. ensure the issues raised by responsible gambling officers in relation to paragraph 3. are addressed
5. ensure responsible gambling officers are not impeded by the hotel or club manager or other staff of the hotel or registered club in carrying out the duties of a responsible gambling officer
6. inform responsible gambling officers about the duties of a responsible gambling officer
7. inform responsible gambling officers of patrons reasonably suspected to be at risk of or experiencing gambling harm
8. assist patrons who are at risk of gambling harm or displaying behaviour related to gambling harm.

Responsible Gambling Officers may make complaints to Liquor & Gaming NSW about harm minimisation breaches at this venue or if they are impeded from undertaking their duties.

Complaints and reports of potential breaches of the law can be made to Liquor & Gaming NSW:

*Email:* [*contact.us@liquorandgaming.nsw.gov.au*](mailto:contact.us@liquorandgaming.nsw.gov.au)

*Phone: 1300 024 720*

*Web:* [*https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint*](https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint)

### Venue gambling signage and mandatory gambling information

Mandatory gaming machine signage and brochures include:

|  |  |
| --- | --- |
| MANDATORY: Sign 1G - Gambling Warning | |
|  | “*What’s gambling really costing you?”* (4 available options)    This sign must be prominently displayed in each gaming area:    [List area(s) in which the sign is displayed] |
| MANDATORY: Sign 6G – Gambling Counselling | |
|  | *“Help is close at hand”* (6 available options)    This sign must be prominently displayed in each gaming area:    [List the area(s) in which the sign is displayed] |
| MANDATORY: Sign 3G – Chances of winning sign | |
|  | *“A million to one”*    This sign must be prominently displayed in each gaming area:    [List the area(s) in which the sign is displayed] |
| MANDATORY: Brochure 1 – Info about the odds – Betting on gaming machines | |
|  | These brochures are prominently displayed and available in each area with gaming machines.  [List the area(s) in which the sign is displayed]    Translated versions are supplied to patrons from non‑English speaking backgrounds upon request. |
| MANDATORY: Contact card 2G – Self-exclusion contact card | |
|  | Contact cards are securely attached to each bank of gaming machines in a card holder so they can be clearly seen when playing a gaming machine or approaching the bank of gaming machines. |
| MANDATORY: Sticker 4G – Gambling counselling sticker | |
|  | These stickers are prominently displayed on each gaming machine. |
| MANDATORY: Problem gambling message | |
|  | This message is prominently displayed on or near all ATMs and cash-back terminals.  [List the area(s) in which the sign is displayed]  The message is also included on any player activity statements, all betting tickets, and all gaming machine tickets (TITO tickets). |
| MANDATORY: Sign 2L – No Under 18s | |
|  | Sign 2L (minors not permitted in this area) is prominently displayed at or close to the entrance to the restricted area in which gaming machines are kept:    [List the area(s) in which the sign is displayed] |

Signage and information for patrons from non-English speaking backgrounds

[Insert venue name] makes gaming signage and information available upon request in the following languages: [Arabic](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0003/980427/arabic-gaming-signage-home-print.pdf), [Simplified Chinese](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0005/980429/chinese-simplified-gaming-signage-home-print.pdf), [Traditional Chinese](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0007/980431/chinese-traditional-gaming-signage-home-print.pdf), [Greek](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0009/980433/greek-gaming-signage-home-print.pdf), [Hindi](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0011/980435/hindi-gaming-signage-home-print.pdf), [Italian](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0004/980437/italian-gaming-signage-home-print.pdf), [Korean](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0006/980439/korean-gaming-signage-home-print.pdf), [Macedonian](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0008/980441/macedonian-gaming-signage-home-print.pdf), [Nepali](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0010/980443/nepali-gaming-signage-home-print.pdf), [Spanish](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0003/980445/spanish-gaming-signage-home-print.pdf), [Thai](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0005/980447/thai-gaming-signage-home-print.pdf), and [Vietnamese](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0007/980449/vietnamese-gaming-signage-home-print.pdf).

Procedures to check signage and brochures

[Insert your venue’s procedures for checking signage]

### Information regarding player assistance

Hotels and clubs that operate gaming machines must establish and conduct a self‑exclusion scheme. This allows patrons to voluntarily exclude themselves from nominated areas of a gaming venue or the entire venue.

[Insert information about your venue’s self-exclusion scheme and other player assistance]

### Identifying at-risk gambling behaviours

At-risk gambling behaviour is gambling behaviour that leads to gambling harm because it involves:

* spending more money on gambling than the person can afford based on their income and financial commitments: and/or
* spending so much time on gambling that it interferes with the person’s relationships, social life and/or work responsibilities.

‘Gambling harm’ refers to difficulties or other negative consequences that result from excessive gambling and affect the wellbeing of the person and/or their loved ones in many areas of their daily lives. Gambling harm can affect people’s physical and mental health as well as their financial wellbeing, relationships, education and employment, social and psychological wellbeing.

For further information, see Attachment F – Warning signs of at-risk gambling behaviour and how to act on them.

[Insert further information regarding your venue’s procedures]

### Preventing minors from using gaming machines

Minors (persons under 18 years of age) must not:

* operate gaming machines, or
* enter areas where gaming machines are located.

[Insert information about your venue’s procedures to ensure minors do not use gaming machines]

### Payment of prizes and cashing cheques

Staff must award or pay a prize won on a gaming machine to a player who is entitled to the prize in accordance with the *Gaming Machines Regulation 2019*. The following requirements apply:

* Prizes may be paid as money or in a non-monetary form, but the prizewinner must be given the choice to be paid money
* If a prize is awarded in money, the prize must be equal to (but not exceed) the value of the credits accumulated by the prizewinner from playing the relevant gaming machine
* A non-monetary prize must not consist of or include:
  + Liquor in any form, or
  + Tobacco in any form, or
  + Knives or knife blades, or
  + Firearms or ammunition within the meaning of the Firearms Act 1996.
* If you offer non-monetary prizes, you must make the following information readily accessible in any area with gaming machines:
  + The nature or form of prizes offered
  + The terms on which the prizes are awarded or paid
  + The right of the prizewinner to choose to receive money instead
  + Any option available to the prizewinner to transfer a non-monetary prize for another non-monetary item or right
  + If the non-monetary prize will not be made within 48 hours of the request for the prize – the time in which the prize will be awarded.
* Monetary prizes must be paid within 48 hours of the request (note- any statewide links may have different rules)
* Non-monetary prizes must be awarded within 48 hours, or within the timeframe stated on the information made available to patrons.

Prizes over $5,000

If a person claims a prize of more than $5,000, the amount that exceeds $5,000 must be paid within 48 hours in one of two ways:

* crossed cheque made payable to the prize winner - clearly marked with the words: Prize-winning cheque – cashing rules apply.
* electronic funds transfer (EFT) to a nominated account - if those means are available – but no sooner than 24 hours after the prize is won.

If the total prize money is more than $5,000 and the prize-winner requests to have the entire amount paid by crossed cheque or EFT, not just the amount over $5,000, you must do so.

If the prize is being paid through electronic transfer, the account must be with a financial institution, such as a bank.

Procedures for processing prize payments

[Insert your venue’s procedures for prize payments]

### Information on player reward schemes

A **player reward scheme** means a system, used in connection with the operation of gaming machines at a hotel or club, in which players of gaming machines accumulate bonus or reward point from playing the gaming machines.

A **promotional prize** means prizes or rewards (including bonus points) offered by the hotel or club to their patrons in connection with a player reward scheme or any other marketing or promotional activity that involves gaming machines.

A hotel or club must not offer or permit promotional prizes:

* in the form of cash
* that exceed $1,000 in value
* that are indecent or offensive (including free giveaways), or
* to be exchanged for cash.
* You must not allow bonus or reward points accumulated under a player reward scheme to be redeemed for cash.
* Player activity statements

If you conduct an electronic player reward scheme or provide player account cards, you must let your player reward scheme participants and account card holders know that player activity statements are available.

If requested, you must provide them with a monthly player activity statement free of charge.

Monthly activity statements must include:

* the player’s total amount of turnover, total wins, and net expenditure
* total points earned and redeemed as the result of playing gaming machines
* the total length of time during which a participant’s player card was inserted in gaming machines during each 24-hour period in the month, and the total length of time during the whole month
* a note advising that the statement only relates to the gaming machine play while the player’s card was inserted into the machine
* GambleAware information:  
  ‘Help is close at hand. Call GambleAware 1800 858 858 or visit the [GambleAware website](https://www.gambleaware.nsw.gov.au/)’

You must keep a record or copy of any player activity statement made available to patrons.

You must only disclose information in a player activity statement to:

* The person to whom the information relates, or
* Persons lawfully entitled to have access to the information.

[Insert your venue’s procedures]

### Gambling incident register

The incidents that must be recorded in a gambling incident register include:

1. a patron displays behaviour that indicates the patron is experiencing or at risk of gambling harm
2. a patron, or a person who identifies themselves as a family member of the patron, asks for information about a self-exclusion scheme or some form of intervention for the patron
3. a breach or attempted breach of a self-exclusion scheme
4. an offence, alleged offence or incident involving a minor
5. details of action taken in response to an incident mentioned in paragraph (a)–(d).

Behaviour that indicates someone is at risk of or experiencing gambling harm is at **Attachment E**.

Incidents must be recorded as soon as practicable, but no longer than 24 hours after they happen.

The venue’s gambling incident register is located: [Insert]

[Insert your venue’s processes for reviewing of register]

A gambling incident register must be kept for three years and made available to police and inspectors. [insert venue name] is subject to the *Privacy Act 1988* (Cth) and related Australian Privacy Principles in the collection and use of information for the incident register.

### Compliance with legislation

The venue is subject to the requirements of the *Gaming Machines Act 2001*, the *Gaming Machines Regulation 2019*, the *Liquor Act 2007*, and other legislation that establishes basic harm minimisation and responsible conduct of gambling requirements.

Inducements

Inducements are incentives that provide benefits to encourage gambling. Your venue must not offer:

* or supply any free or discounted liquor as an incentive to play gaming machines
* free credits through letterbox flyers, shopper dockets
* any other form of incentive to play gaming machines.

Cash dispensing facilities

* must not provide access to cash from a credit card account
* must not be located in an area where gaming machines are located
* must not be visible from any part of a gaming machine or jackpot prize monitor
* must not be visible from a gaming machine, or entry to the room or area where gaming machines are located
* must be located no less than 5 metres from:
  + For a hotel – an entry to the gaming room if the hotel has a gaming room, and
  + For a hotel – an entry into the room or area where gaming machines are located, and
  + For a registered club – an entry to a room or area where gaming machines are located.

[If your venue has an approval from the Secretary under clause 28(4) of the *Gaming Machines Act 2019*, insert requirements for the location of cash dispensing facilities]

Signage for cash dispensing facilities

Signage that advertises or gives direction to cash dispensing facilities must not be visible from:

* A gaming machine, and
* the gaming entry, which includes the room or area where gaming machines are located, and the hotel gaming room.

Gaming machine signage

Signage or advertising for gaming machines must not be:

* Visible from a cash dispensing facility
* Located on, or part of, a cash dispensing facilities, including on a digital display of a cash dispensing facility

A hotel or club must not display, or cause to be displayed, any gambling-related sign outside of in the vicinity or the premises, or inside the premises so that it can be seen from outside the premises. A ‘gambling-related sign’ is a sign with anything that:

* draws attention to, or can be reasonably taken to draw attention to, the availability of gaming machines in a hotel or club premises, or
* Uses a term or expression frequently associated with gambling, or
* That relates to a gambling franchise or gambling business.

Gaming machine advertising

By law, hotels and clubs must not publish any gaming machine advertising. This means any advertising that gives publicity to, or promotes participation in gambling activities involving gaming machines.

Publish means to disseminate in any way, including:

* audio: radio
* visual: cinema, video, TV
* written: electronics, internet, promotional.

Advertising that is exempt from the ban includes:

* any advertising that appears in a gaming machine industry trade journal or in a publication for a trade convention involving gaming machines
* any advertising, including signage, that is inside a club or hotel and can’t be seen or heard from outside the venue
* the approved name of a club if the name was being used as at 2 April 2002
* promotional material provided by a club to club members that contains gaming machine advertising – if the member has expressly consented to receiving the promotional material and that consent has not been withdrawn.

Promotional material sent by the club must advise the member that:

* their player activity statements are available on request
* they may withdraw their consent, or unsubscribe, to receiving any future promotional material.

It must also include information or advertising that is not gaming machine related.

### Staff use of gaming machines prohibited

No staff member is permitted to use gaming machines at the venue during their hours of employment while on shift, including during breaks.

Staff who participate in any form of gambling outside their hours of employment are subject to the same requirements as other patrons.

[Insert any other venue policies about staff gambling on gaming machines]

### Procedures for gaming-related customer complaints

[Insert your venue’s procedure/s]

### Reporting misconduct

Anyone may make an anonymous complaint to Liquor & Gaming NSW about liquor or gaming law breaches.

Complaints and reports of potential breaches of the law can be made to Liquor & Gaming NSW:

*Email:* [*contact.us@liquorandgaming.nsw.gov.au*](mailto:contact.us@liquorandgaming.nsw.gov.au)

*Phone: 1300 024 720*

*Web:* [*https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint*](https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint)

[Insert how your venue makes staff aware of their ability to make complaints]

### Staff familiarity with GPOM

Staff must be familiar with this GPOM. All staff who work in the gaming room, gaming area, or with gaming machines, must regularly read this GPOM.

Whenever there are changes to the GPOM, staff must read and familiarise themselves with the modified document.

The GPOM must always be available and accessible to all staff.

### Review of GPOM

This GPOM must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at [insert venue name], legislative changes or emerging risks.

See version control

### Contact information for local licensing Police

[Insert]

### Any other GPOM content required by ILGA

[Insert]

### 21. Attachments

### Attachment A – Record of staff review of GPOM

The following staff have reviewed the GPOM and declare that they understand the information contained in the GPOM:

|  |  |  |  |
| --- | --- | --- | --- |
| Staff name | Position | Date reviewed | Signature |
| XXX | XXX | XXX | XXX |
| XXX | XXX | XXX | XXX |

### Attachment B – Record of staff competency cards

|  |  |  |
| --- | --- | --- |
| Staff name | Endorsements | Expiry date of endorsements |
| XXX | XXX | XXX |
| XXX | XXX | XXX |

### Attachment C – Venue liquor licence

Document attached.

### Attachment D – Premises plan

Must clearly specify:

* gaming room/gaming area
* gaming machines location
* cash dispensing facilities (ATMs, cash redemption terminals and/or cashier desks)
* gambling incident register location (if a physical register is maintained)

### Attachment E – Warning signs of at-risk gambling behaviour and how to act on them

Extracted from the [Advanced Responsible Conduct of Gambling participant workbook](https://www.liquorandgaming.nsw.gov.au/__data/assets/pdf_file/0016/1123243/rcg-advanced-course-participant-workbook.pdf)

