

Penshurst RSL Club

Gaming Plan of Management

Registered Club

LICQ300229505

Gaming Machine Entitlements 100

Version	Date	Changes made to content	Approved by	Next review date
1.0	01/07/2024	New Document	Matthew Hill	01/07/2025
2.0	22/10/2024	Updated to L&G Template	Matthew Hill	22/10/2025

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1. Venue details:

Street address	58A Penshurst Street Penshurst NSW 2222
Licensee / Club Secretary	PENSHURST RSL CLUB CO - OPERATIVE LTD
Approved manager / Club manager	CHRISTOPHER HENDLEY
Number of GMEs	100
Number of gaming machines operated	100
Statistical Area 2 (SA2)	2

2. Venue licensed hours and shutdown period:

Venue licensed hours:

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open	10:00am	10:00am	10:00am	10:00am	10:00am	10:00am	9:15am
Close	4:00am	4:00am	4:00am	4:00am	4:00am	4:00am	4:00am

Venue gaming machine shutdown hours:

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
From	4:00am	4:00am	4:00am	4:00am	4:00am	6:00am	6:00am
Until	10:00am	10:00am	10:00am	10:00am	10:00am	09:00am	09:00am

(Public Holiday 06:00am – 09:00am)

3. Gaming related licence conditions:

The Club has no Gaming related licence conditions

4. Measures to address gambling harm:

Penshurst RSL Club has an electronic gaming system installed which allows for the reporting of meters in fifteen minutes increments and gives management visibility of activity occurring on each gaming machine throughout the day.

Penshurst RSL Club has CCTV cameras located at the entrance to the venue, the entrances to the gaming floor and throughout the gaming floor. Penshurst RSL is trialling the use of facial recognition technology that can be linked to the MVSE system, so that Management is alerted should a self-excluded patron enter the venue.

Penshurst RSL is committed to facilitate staff training so that we can continue to improve the way we provide a responsible environment for gambling and customer care. Our staff undertake annually in-house training and refreshers on our policies and procedures.

Staff training and awareness:

All employees will be trained in the procedures contained in this Responsible Gambling Policy prior to commencing their employment. Ongoing training with harm minimisation practices adopted at the Club is provided at team meetings on a regular and ongoing basis.

Employees will be trained and be provided with the necessary resources to allow the identification of signs of at-risk and problematic gambling behaviour by patrons utilising the gaming room. Employees will also be provided with training on communication skills to assist in approaching patrons identified as exhibiting at-risk tendencies as part of the welfare checks to be conducted at the Club.

The Club requires employees to be proactive for signs of problem gambling. If unsure of signs being exhibited by a patron, the Responsible Gambling Officer or a member of the Club's management team is to be approached to discuss the manner of attending to these requirements.

Employees will be notified of any updates to the Responsible Gambling Policy or practices at regular team meetings.

All employees will complete the following training.

- Responsible Service of Alcohol • Responsible Conduct of Gambling
- Anti-Money Laundering & Counter Terrorism Financing Awareness Training

All management employees will complete the following additional training.

- Advanced Responsible Conduct of Gambling
- Anti-Money Laundering & Counter Terrorism Financing Oversight Training.

The Responsible Gambling Officer and one other person shall complete the Responsible Gambling Officer training course.

Director training:

All Directors will complete Responsible Gambling Oversight Training and the Anti Money Laundering & Counter Terrorism Financing Oversight Training.

5. Responsible Gambling Officers:

The Licensee shall ensure that we maintain 2 x Responsible Gambling Officer up until midnight, and at least one thereafter, being a dedicated staff member who holds a current ARCG certificate, is on duty and monitoring the gaming patrons in the venue whenever gaming machines are operating.

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 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 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:

6. Venue gambling signage and mandatory gambling information:

Mandatory gaming machine signage and brochures include:

MANDATORY: Sign 1G - Gambling Warning	
<p>The sign features a photograph of a young girl smiling. The text 'What's gambling really costing you?' is at the top, and 'More than you think.' is at the bottom. The NSW logo is in the bottom right corner.</p>	<p><i>"What's gambling really costing you?"</i> (4 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p> <p>This sign is displayed in the following locations at Peshurst RSL Club:</p> <ul style="list-style-type: none"> • Outdoor gaming entry/exit • Each indoor gaming entry/exit • Keno/TAB service bar • The keno self-serve terminal • The TAB self-serve terminals
MANDATORY: Sign 6G – Gambling Counselling	
<p>The sign shows a woman talking to a counsellor. The text 'Help is close at hand' is at the top, and 'Here for you 24/7.' is at the bottom. The NSW logo is in the bottom right corner.</p>	<p><i>"Help is close at hand"</i> (6 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p> <ul style="list-style-type: none"> • Each outdoor gaming entry/exit • Each indoor gaming entry/exit • Keno/TAB service bar • The keno self-serve terminal • The TAB self-serve terminals
MANDATORY: Sign 3G – Chances of winning sign	
<p>The sign has a dark blue background with the text 'A million to one.' in white. Below it, it says 'That's your chance of hitting the jackpot on a gaming machine.' The NSW logo is in the bottom right corner.</p>	<p><i>"A million to one"</i></p> <p>This sign must be prominently displayed in each gaming area:</p> <p>This sign is displayed in the following locations</p> <ul style="list-style-type: none"> • Each outdoor gaming entry/exit • Each indoor gaming entry/exit
MANDATORY: Brochure 1 – Info about the odds – Betting on gaming machines	

	<p>These brochures are prominently displayed and available in each area with gaming machines.</p> <ul style="list-style-type: none"> • Each outdoor gaming entry/exit <p>Translated versions are supplied to patrons from non-English speaking backgrounds upon request.</p>
<p>MANDATORY: Contact card 2G – Self-exclusion contact card</p>	
	<p>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.</p>
<p>MANDATORY: Sticker 4G – Gambling counselling sticker</p>	
	<p>These stickers are prominently displayed on each gaming machine.</p>
<p>MANDATORY: Problem gambling message</p>	
	<p>This message is prominently displayed on or near all ATMs and cash-back terminals.</p> <ul style="list-style-type: none"> • Ground floor ATM <p>The message is also included on any player activity statements, all betting tickets, and all gaming machine tickets (TITO tickets).</p>
<p>MANDATORY: Sign 2L – No Under 18s</p>	
	<p>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:</p> <ul style="list-style-type: none"> • Each outdoor gaming entry • Each indoor gaming entry

Signage and information for patrons from non-English speaking backgrounds

Penshurst RSL makes gaming signage and information available upon request in the following languages: [Arabic](#), [Simplified Chinese](#), [Traditional Chinese](#), [Greek](#), [Hindi](#), [Italian](#), [Korean](#), [Macedonian](#), [Nepali](#), [Spanish](#), [Thai](#), and [Vietnamese](#).

Procedures to check signage and brochures:

Management conduct monthly self-audits as per L&G checklists.

If at any time the required signage is not in place as required, the staff noting the absence of the sign are to immediately replace the sign and notify the Responsible Gambling Officer and/or the Duty Manager.

7. 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.

Self-Exclusion:

The ClubSAFE Multi-Venue Self-Exclusion (MVSE) Program is an online system designed to enable people with a gambling problem to self-exclude from our venue as well as multiple venues around where they live, work and socialise. Penshurst RSL will initiate self-exclusion when requested by a patron at any time during its open hours.

The ClubSAFE MVSE Program removes barriers for people with a gambling problem such as the difficulty of visiting multiple venues or the embarrassment of visiting their local club to place the exclusion and makes the process easier for a person with a gambling problem.

A patron can self-exclude by speaking to a duty manager at the club or by contacting a gambling help counsellor. The minimum period for a self-exclusion is six months. Once a patron agrees to stay away from the club for a specific time, our venues have processes in place to help them honour that commitment.

If a patron breaches their self-exclusion, it is reported through the MVSE program for assessment by trained counsellors. Penshurst RSL also has facial recognition technology to assist in identifying self-excluded patrons entering the premises.

Partial Self-Exclusion:

A partial self-exclusion allows a patron to exclude themselves from gambling activities at the club such as TAB/KENO and/or gaming machines, but still allows them access to other club facilities including restaurants, bars and other entertainment.

A patron can self-exclude by speaking to a duty manager at the club or by contacting a gambling help counsellor. The minimum period for a self-exclusion is six months. Once a patron agrees to stay away

from the gaming activities of the club for a specific time, our venues have process in place to help them honour that commitment.

If a patron breaches their self-exclusion, it is reported through the MVSE program for assessment by trained counsellors.

Counselling Services:

As required by law, Peshurst RSL display problem gambling brochures at critical points within the venue and have a wide range of these brochures in many languages to help with our culturally diverse community. These brochures contain details about the ClubSAFE Counselling Service and Gambling Help Line:

ClubSAFE Counselling Service – 1800 997 766,

GambleAware Helpline – 1800 858 858

The management team at our venue are proactive in handing out the relevant information to patrons in need. Peshurst RSL will display information about local support services in strategic locations, like the bathroom and on rolling digital displays.

Welfare checks:

Peshurst RSL aims to ensure all our patrons have a positive experience this includes undertaking welfare checks on any guests who may be at risk of problem gambling. Our management and frontline team are vigilant in monitoring our patrons undertaking any gambling activity.

Problem gambling:

If they are showing signs of extended play or distress, a duty manager will conduct a welfare check to gauge their mood, stress level and assertiveness and if required undertake the steps necessary whether that be encouraging them to take a break, explaining our exclusion or counselling services or asking them to leave the environment.

8. 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.

Some of the signs of problem gambling are listed below.

Staff are to remain vigilant in detecting any of the indicators mentioned below whilst on duty. If uncertain whether a patron is exhibiting any of the signs of problem gambling, the staff member is encouraged to speak with the Duty Manager and/or the Responsible Gambling Officer

9. 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.

Penshurst RSL is a licensed venue, and as such, no person under the age of 18 is permitted entry into any part of the club, unless they are in the company of an adult or guardian.

Gambling by minors is prohibited. Failure to comply will result in the person being asked to leave.

Signs are displayed at all gaming room entrances banning minors from entering the room. All Penshurst RSL employees share the responsibility for asking for proof of age if they are uncertain whether a customer is at least 18. If relevant verification cannot be produced, the customer will be asked to leave the gaming room.

10. 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 prize-winner 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 state-wide 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:

Penshurst RSL adhere to the strict rules and regulations relating to the positioning of ATM and EFTPOS Terminals around the gaming floor.

Our club does not cash cheques from customers under any circumstance.

Winnings \$5,000 and below can be claimed in either cash or EFT. By law any winnings over \$5,000 will be issued as a cheque or EFT only. Winnings will only be issued to the person playing the machine at the time of the win.

Keno winnings up to \$5,000 will be issued in cash. Any winnings over \$5,000 are handled by Keno and the club will be contacted to arrange remaining payment to the player as per Keno terms and conditions.

TAB winnings are paid by cash or into the players account as per TAB terms and conditions.

11. 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](#)'

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.

Charmed Rewards loyalty program is offered at Penhurst RSL which allows members the opportunity to accumulate points for the purchase or use of eligible goods and services.

The number of status points earned by members over a rolling 12 Months determines their eligibility for rewards tiers during the period of the membership of the program.

Upon becoming a member, patrons can request the following information about their respective rewards loyalty programs:

- The rules of the loyalty program including where bonus points can be accrued and redeemed;
- How rewards are achieved;
- How rewards expire;
- How to opt-out of the program

Members have the opportunity to 'opt-out' of the loyalty program at any time in writing or in person.

Our loyalty program is compliant with all responsible gambling legislation. Penhurst RSL is constantly reviewing our loyalty program on offer to ensure we continue to act responsibly whilst giving our members a great customer experience.

Full details are available in the rewards program brochure, including how to achieve rewards, terms & conditions, and how to opt-out. Brochures are available at Reception or from any team member upon request.

12. Gambling incident register:

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

- a) a patron displays behaviour that indicates the patron is experiencing or at risk of gambling harm
- b) 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
- c) a breach or attempted breach of a self-exclusion scheme
- d) an offence, alleged offence or incident involving a minor
- e) 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: Gaming staff paging service area (all staff to access)

Penshurst RSL will keep and maintain a gambling incident register.

The gambling incident register will record:

(a) any gambling related incident observed by the staff of Penshurst RSL and determined to be a strong sign that the individual may have a problem with their gambling as per ClubSafe Responsible Gambling training;

(b) the time, location and machine number(s) and brief description (or identity, if known) of any gaming machine player identified displaying or engaging in that behaviour;

(c) any proposed or implemented self or third-party exclusions of gaming machine players (specifying the player's name (where provided or known), membership number (if applicable) and duration of any exclusion) and the patron's response to the same;

And

(d) Any breach or attempted breach of a self or third-party exclusion observed by Penshurst RSL.

The gambling incident register must also record details of the action taken in response to the incidents, applications and other matters recorded in the register.

Penshurst RSL must review the gambling incident register at least on a monthly basis and must consider whether an exclusion order is appropriate for any person who has been asked to self-exclude but has declined to do so.

The information recorded in a gambling incident register will be retained for at least 3 years from when the record was made.

Penshurst RSL, at the request of a police officer or L&GNSW inspector, make any gambling incident register available for inspection.

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.

13. 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.

14. Staff use of gaming machines prohibited:

Penshurst RSL staff are not permitted to use any gaming facilities including Gaming Machines, TAB, Keno at any time.

Penshurst RSL is committed to supporting and advancing employee wellbeing through appropriate information and training, the provision of employee assistance programs and the implementation of a wellbeing initiative that foster healthy outcomes and advance diverse, inclusive, safe and responsible working environments.

15. Procedures for gaming-related customer complaints:

A Gambling Incident Register will be adopted and kept by the Club. Staff are to ensure any complaints received from a patron concerning the operation of any form of gaming at the Club is recorded in the Register on the receipt of the complaint (and to be entered no later than end of the shift the complaint is received).

The following details are to be obtained from the person making a complaint:

- I. Name;
- II. Address;
- III. Full details of complaint and the remedies the person requests;
- IV. Time and Date complaint;

The details of the staff member accepting the complaint must also be recorded.

On receipt of a complaint, the staff member must record this complaint within the Register. The complaint is to be brought to the attention of the Responsible Gambling Officer prior to the end of the staff member's rostered shift, who will report this incident to the Duty Manager.

Complaints will be investigated by the Duty Manager in a timely manner to ascertain the veracity of the complaint, determine what if any amendments are to be made to the operation of the Club to ensure that further complaints are not experienced. A report to the complainant on the outcome of the investigations that resulted in the complaint will be provided.

16. 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

Phone: 1300 024 720

Web: <https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint>

Harm minimisation will be discussed at all staff meetings, encouraging and recognising staff who are being proactive in recognising at-risk customers, ensuring that all staff understand that patron welfare is of the utmost importance.

Any additional information pertaining to harm minimisation on a daily basis, outside of information recorded in the gambling incident register, is communicated via internal team communications such as shift reporting, emails and online meetings. This ensures that any relevant handover information is passed on to the next person coming onto shift.

17. 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. (Located at reception, Staff room and Managers office)

18. Review of GPOM:

This GPOM must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at Penshurst RSL, legislative changes or emerging risks.

See version control

19. Contact information for local licensing Police:

Contact Details

Sergeant Dan Moylan

Licensing Coordinator

St George Police Area Command

Hurstville Police Station, 38 Ormonde Parade Hurstville

E: moyl1dan@police.nsw.gov.au

P: 9375 8560 E: 58560 M: 0448 091 931

Attachment C – Venue liquor licence



Independent Liquor & Gaming Authority

A statutory board established under the Gaming and Liquor Administration Act 2007

contact.us@liquorandgaming.nsw.gov.au
www.liquorandgaming.nsw.gov.au

Key liquor licence details recorded as at 14 December 2023

Licence number: LIQC300229505
Licence name: Peshurst RSL
Licence type: Liquor - club licence
Licence sub-type: N/A
Licence status: Current
Duration: Unlimited duration
Licence start date: 14/11/1955
Licence expiry date:

Licensee

Organisation name: PESHURST RSL CLUB CO-OPERATIVE LTD
ABN: 56 430 538 750 ACN:
Phone - daytime: 02 9580 3749 Fax number: 02 9570 6179
Email address:
Website: www.peshurstsl.com.au
Business address: 58A Peshurst St PESHURST NSW 2222
Postal address: 58A Peshurst St PESHURST NSW 2222
Start date: 14/11/1955

Secretary

Title: Mr
Surname: Hendley
Given name: Christopher
Middle name: Jason
Start date: 24/03/2014

Manager

Title: Mr
Surname: Hendley
Given name: Christopher
Middle name: Jason
Start date: 24/03/2014

Independent Liquor & Gaming Authority

Contact Person

Title: Mr
Surname: Hendley
Given name: Christopher
Middle name: Jason
Phone - daytime:
Mobile: 0434432548 **Fax number:**
Email address: chris@penshurstsrl.com.au
Start date: 24/03/2014

Premises

Address: 58A Penshurst St PENSHURST NSW 2222
Phone number: 02 9580 3749 **Fax number:** 02 9570 6179
Email address:
Website:
LGA: Georges River
SA2: Penshurst
Start date: 14/11/1955

Authorisations

Name: Club functions authorisation **Start date:** 01/07/2008
Name: Non-restricted area authorisation **Start date:** 01/07/2008

Trading Hours**Consumption on premises**

Unrestricted on premises hours **Start date:** 1/7/2008

Take away sales

Monday to Saturday 05:00 AM - 12:00 midnight
 Sunday 10:00 AM - 10:00 PM
 Good Friday Not permitted
 December 24th Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on a Sunday
 Christmas Day Not permitted
 December 31st Normal trading Monday to Saturday, 10:00 AM to 12:00 midnight on a Sunday

Independent Liquor & Gaming Authority

Conditions

Licence conditions imposed by the Liquor Act and Regulation apply. To view a copy of these conditions, go to www.liquorandgaming.nsw.gov.au.

Additional licence conditions.

Condition type: Condition **Condition source:** Authority
Applies to: Club functions authorisation
Reference: 310
Condition: The registered club is to ensure that not less than one (1) supervisor for each one hundred (100) minors or part thereof, such supervisors being persons not less than twenty one (21) years of age, are engaged or assigned by the registered club for the purpose of supervising the conduct of minors whilst they are attending the function.
Start date: 01/07/2008

Condition type: Condition **Condition source:** Authority
Applies to: Club functions authorisation
Reference: 320
Condition: At least thirty (30) minutes before the commencement of the function and for not less than thirty (30) minutes after the conclusion of the function the persons required to be engaged or assigned pursuant to the above condition must patrol the exterior environs of the licensed premises to ensure the safe conduct of persons attending the function and that such persons do not disturb the quiet and good order of the neighbourhood.
Start date: 01/07/2008

Condition type: Condition **Condition source:** Authority
Applies to: Non-restricted area authorisation
Reference: 3030
Condition: Whole of the licensed premises excluding the gaming areas.
Start date: 14/12/2023

Gaming machine details

Area cap applies to Peshurst

LGA classification: Metropolitan
SA2 band: 2

Gaming machine entitlements (GME): 100
Gaming machine entitlements leased out: 0
Gaming machine entitlements leased in: 0
Poker machine permits (PMP): 0
Unfulfilled quotas: 0

Gaming machine threshold: 100
Maximum gaming machine authorisations allowed: 100
Net GME (Gaming machine entitlements held on premises): 100

(Note: Net GME = GME – GME Leased Out)

There are no current quotas for this licence

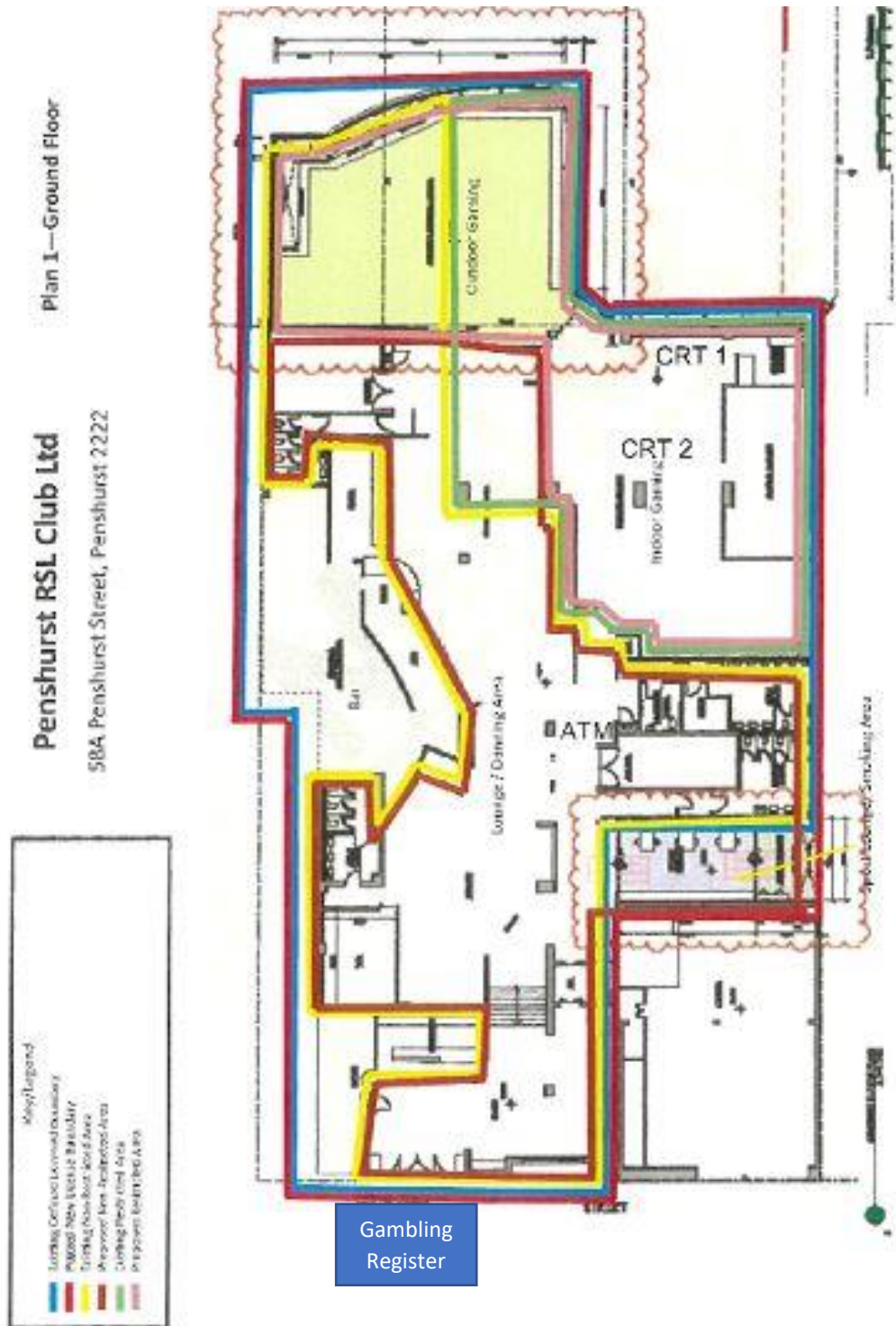
Independent Liquor & Gaming Authority

Gaming machine shutdown hours

Day	Start Time	End Time
Monday	04:00 AM	- 10:00 AM
Tuesday	04:00 AM	- 10:00 AM
Wednesday	04:00 AM	- 10:00 AM
Thursday	04:00 AM	- 10:00 AM
Friday	04:00 AM	- 10:00 AM
Saturday	06:00 AM	- 09:00 AM
Sunday	06:00 AM	- 09:00 AM
Public holiday	06:00 AM	- 09:00 AM

This licence is subject to a risk-based fee, payable annually. If the fee is not paid on time, the licence will be suspended or cancelled. Visit <https://www.onegov.nsw.gov.au/licencecheck> to find out the status of the licence.

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

Appendix 3: Warning signs of at-risk gambling behaviour and how to act on them

GENERAL WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> Starts gambling when the venue is opening, or only stops when the venue is closing <p>Gambles most days</p> <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> Gambles on more than one machine at once Rushes from one machine to another Significant increase in spending pattern Complains to staff about losing, or blames venue or machines for losing Rituals or superstitious behaviours (rubbing or talking to machine) 	<p><i>Money</i></p> <ul style="list-style-type: none"> Asks to change large notes before gambling 	<p>On their own, these may be early warning signs. A patron showing several of these signs could be at risk of gambling harm.</p> <ul style="list-style-type: none"> Monitor the patron's behaviour. If you notice a patron who is showing two or more of these signs, record what you have noticed and tell your manager.
PROBABLE WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> Finds it difficult to stop gambling at closing time <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> Often gambles for long periods (three or more hours) without a proper break Plays very fast Gambles intently without reacting to what's going on around them 	<p><i>Money</i></p> <ul style="list-style-type: none"> Gets cash out more than once through ATM or EFTPOS Avoids cashier, and only uses cash facilities Puts large wins back into the machine EFTPOS repeatedly declined <p><i>Social behaviours</i></p> <ul style="list-style-type: none"> Becomes angry or stands over others if someone takes their favourite machine/ spot 	<p>A patron showing any of these signs is much more likely to be at risk of gambling harm.</p> <ul style="list-style-type: none"> Monitor the patron's behaviour. Record what you have noticed and tell your manager, who will speak with the patron. If a patron shows two or more of these warning signs, follow the steps for strong warning signs (below).
STRONG WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> Gambles from opening to closing <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine) 	<p><i>Money</i></p> <ul style="list-style-type: none"> Tries to borrow money from other patrons or staff <p><i>Social behaviours</i></p> <ul style="list-style-type: none"> Tells staff that gambling is causing them challenges. Significant decline in personal grooming and/or appearance over several days Friends or family raise concerns Tries to hide their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there) 	<p>A patron showing any of these warning signs is probably at risk of gambling harm.</p> <ul style="list-style-type: none"> Monitor the patron's behaviour Record what you have noticed, and tell your manager, who will speak with the patron, refer them to support and counselling services, offer them the opportunity to self-exclude.

This Gaming Plan of Management will be available to all staff in the staff room, reception and managers Office.

Appendix A provides a list of all staff who have read the Gaming Plan of Management.

The operation and effectiveness of this strategy is reviewed regularly. The review process includes an opportunity for feedback from all relevant stakeholders including venue staff, customers and problem gambling support services.

Penshurst RSL Club welcome feedback or complaints at any time by writing to:

Mail: CEO

Penshurst RSL

58a Penshurst Street

Penshurst NSW 2222

Email: info@penshurstsl.com.au

Online enquiry www.penshurstsl.com.au

Feedback and complaints will be recorded by Matthew Hi. If a response is required, this will be done within fourteen days.

This Gaming Plan of Management must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at Penshurst RSL Club, legislative changes or emerging risks.