

Broadbeach Bowls Club

Responsible Service of Gambling (RSG) Mission Statement

Commitment

Broadbeach Bowls Club is committed to ethical and responsible behaviour that recognises the importance of our members' and patrons' wellbeing, with a strong focus on minimising the potential harm of gambling.

We comply with the Queensland Responsible Gambling Code of Practice and are committed to supporting our community with harm minimisation strategies.

If gambling becomes a problem, call GAMBLING HELPLINE 1800 858 858 – free, confidential, 24 hours, 7 days.

To assist you, the Club can provide:

- A copy of the Club's Responsible Gambling Policy
- A Player Information Guide to help you play responsibly
- Exclusion from the Club when gambling becomes a problem

Financial Transactions

- This Club will not provide credit for gambling under any circumstances
- The maximum cash payout for this premises is \$5,000

Minors

- Minors are prohibited from gambling and are not permitted in the gaming area

Gaming Machines

- The Club will maintain gaming machines in premium condition
- Machines that are not playable will be clearly marked

Gambling Environment

- The Club will ensure a pleasant gambling environment
- A clock will be placed in designated gambling areas to make members and patrons aware of the passage of time

Breaks in Play

- The Club will not encourage extended, intensive, or repetitive play
- Members and patrons will be made aware of other entertainment available at the Club

Gratuities

- Staff working in gambling areas will not encourage gambling members or patrons to give them gratuities

Service of Alcohol

- Members and/or guests showing signs of intoxication will be prevented from playing gaming machines and may be lawfully removed from the premises
- The Club will comply with the Responsible Service of Alcohol guidelines issued by the Liquor Licensing Division

Player Privacy

- The Club will ensure all activities relating to gambling remain confidential
- Player loyalty programs will not be abused to the detriment of the player or their privacy

Self-Exclusion

- The Club will assist members and patrons who think they may have a problem with gambling
- Staff will cooperate with any person seeking to bar themselves from gambling by referring them to the Club's Liaison Officers

Third-Party Exclusion

- The Club will provide information on self-exclusion to family members or professional welfare groups and encourage them to discuss this option with the person concerned

Customers & Community

- Duty Managers will perform customer and community liaison roles
- Gambling-related staff will receive ongoing training in responsible gambling
- The Club will assist employees who may have a gambling problem, as outlined in the Employee Support Policy

Advertising & Promotion

- Complies with the Advertising Code of Ethics
- Is not false, misleading, or deceptive
- Does not misrepresent the probability of winning
- Does not suggest gambling is a reasonable strategy for financial betterment
- Does not make misleading statements about odds, prizes, or chances of winning
- Does not offend community standards
- Does not focus exclusively on gambling where other activities are available
- Is not directed at minors or vulnerable groups
- Does not display external signs advising of winnings paid
- Does not depict or promote alcohol consumption while gambling
- Only identifies prize winners with their consent

Final Note

Broadbeach Bowls Club is committed to ensuring gambling is conducted responsibly, safely, and in line with community expectations.

If gambling becomes a problem, call GAMBLING HELPLINE 1800 858 858 – free, confidential, 24 hours, 7 days.