

GAMING PLAN OF MANAGEMENT



GAMING PLAN OF MANAGEMENT (GPOM)

The purpose of the Doyalson Wyee RSL Club Ltd.'s [the Club] Gaming Plan of Management is to provide guiding principles for day-to-day self-regulation and management of gaming and wagering operations of the licensed premises. This is at the discretion of the Club Board of Directors and Club Secretary while underpinning the Club Liquor License, authorities, conditions and responsible conduct of gambling principles.

This Gaming Plan of Management (GPOM) must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at our Venues, legislative changes or with emerging risks. All staff must make themselves familiar with this Gaming Plan of Management. Those staff members that work in Gaming or with Gaming Machines must read this document. Our Gaming Plan of Management is made available and accessible to all staff.

The Plan of Management should not be interpreted as a mandatory set of additional conditions on the Club License that removes the reasonable use of discretion as operational circumstances require. It will serve as an aid for Club Management and staff in delivering service and safety to Club members, visitors and staff.

The Plan of Management provides an overview of the Club's mandatory and voluntary operational, management and compliance strategies. This will ensure effective implementation and compliance with the provisions of the Gaming Machines Act 2001, the Gaming Machines Regulation 2019, the Liquor Act 2007 and Registered Clubs Act 1976 and Regulations, and the Independent Liquor Gaming Authority [ILGA] guidelines and the conditions of the Club License as they relate to the responsible service of gaming and wagering.

The Plan of Management is supplemented by a range of documented procedural measures in the form of policy procedures and guidelines developed and adopted by the Club.

The Plan of Management also identifies key venue management functions responsible for assuring the responsible service of gaming and harm minimization strategies adopted by the Club to ensure the safety and wellbeing of patrons, staff and our community.

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PART 1 – Preamble

PURPOSE AND INTENT

The purpose and intent of the Club voluntarily adopting the framework of the Liquor and Gaming NSW advocated Gaming Plan of Management is:

- To ensure compliance with the conditions of the Club's Liquor License.
- To mitigate the potential for harm that may be caused by gambling to individuals, their families and the community generally, that may evolve from non-compliance with registered club legislation, regulations, and conditions of the Liquor License.
- Clearly identify operational and management roles and responsibilities in ensuring the effective Responsible Conduct of Gambling [RCG] and related patron and staff security / safety practices at the Club venue.
- Identify at a high level a system of mandatory and voluntary RCG related policy.
- Have procedures available to employees to ensure compliance, with effective and appropriate responses to RCG related incidents. This will guide and train staff members and assist in identifying gaps in Club operations.
- To effectively demonstrate the commitment of the Club's Board of Directors, the Secretary / Approved Manager and staff generally to the ideals of RCG and harm minimisation.

PART 2 – Venue Overview

LIQUOR LICENCE

A copy of the Clubs Liquor License and Conditions is maintained within the Club's Compliance Folders located in the Club Managers Office. It will also be included in the attachments section of this document.

LICENSEE

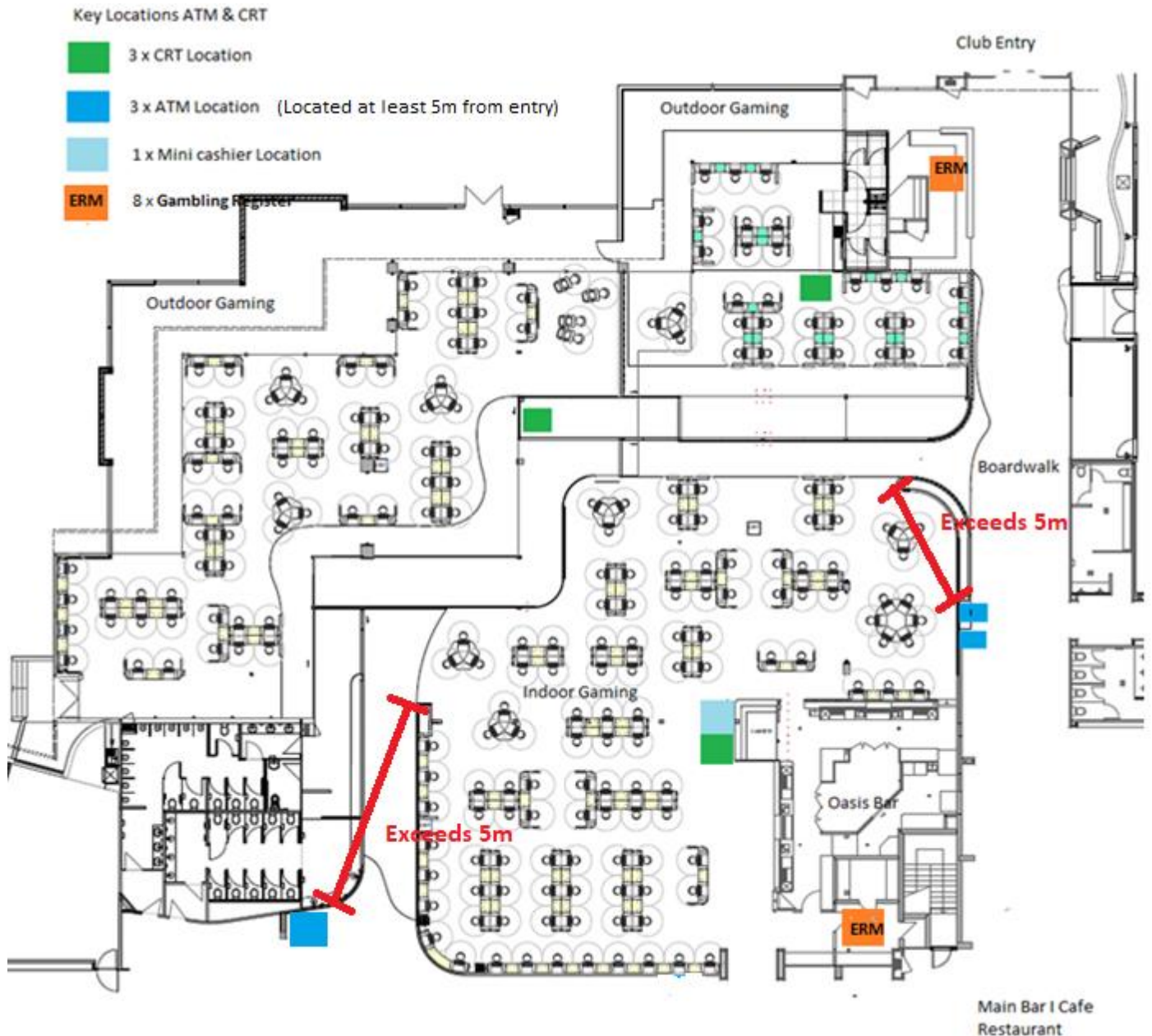
DOYALSON WYEE RSL CLUB LIMITED

License Number	LIQC300240533
Start Date	24 th December 1964
ABN	69 000 985 008
Address	80 Pacific Highway Doyalson NSW 2262
Telephone Number	02-4390 0622
Email	darrent@doylo.com.au
Website	doylo.com.au
Local Licensing Detail	Tuggerah Lakes

VENUE FLOOR PLAN

The below floor plan includes the location of the gaming room on the ground floor level and the location of cash dispensing facilities (ATM, CRT and Auto Pay Device)

The currently approved Floor Plan is also maintained in the Compliance Folders. Non-restricted area authorisation: Area: Ground floor - The whole of the licensed premises excluding the internal Gaming Area, the external Gaming Area. Basement - The whole of the licensed premises-



KEY STAFF

CEO - Approved Manager	Darren Thornton
Approved by ILGA NSW	03/08/2007
Address	Pacific Highway, Doyalson NSW 2262
Email	darrent@doylo.com.au
Phone Number	02-4390 0622
RSA / RCG / ARCG Card number – Expiry	CCH10063730 – 6 February 2027

OPERATIONS

Group Operations Manager	Mark Irrgang
Roster	Monday to Friday 0900 – 1700
Phone	02-4390 0622
Email	marki@doylo.com.au
RSA / RCG / ARCG Card number – Expiry	CCH10197554 – 05 June 2028

Chief Financial Officer	Jason Willis
Roster	Monday to Friday 0900 – 1700
Phone	02-4390 0622
Email	jasonw@doylo.com.au
RSA / RCG Card number – Expiry	N/A

Chief Marketing Officer	Scott Purcell
Roster	Monday to Friday 0900 – 1700
Phone	02-4390 0622
Email	scottp@doylo.com.au
RSA / RCG Card number – Expiry	CCH10063574 – 19 March, 2027

Chief People Officer	Rory Calbert
Roster	Monday to Friday 0900 – 1700
Phone	02-4390 0622
Email	roryc@doylo.com.au
RSA / RCG Card number – Expiry	CCH10187332 – 12 May 2027

Gaming Manager (Senior RGO)	Matthew Taperell
Roster	Monday to Friday 0900 – 1700
Phone	02-4390 0622
Email	mattt@doylo.com.au
RSA / RCG / ARCG Card number – Expiry	CCH10193212 – 27 May 2028

Group Marketing Manager	Shaileigh Willingham
Roster	Monday to Friday 0900 – 1700
Phone	02-4390 0622
Email	shaileighw@doylo.com.au
RSA / RCG Card number – Expiry	CCH10328857 – 11 June 2029

CLUB MANAGERS

Duty Manager (RGO)	Alice Hargraves
Roster	Rotating
Phone	02-4390 0622
Email	aliceh@doylo.com.au
RSA / RCG / ARCG Card number – Expiry	CCH10983427 – 17 June 2025

Duty Manager (RGO)	Ben Stockdale
Roster	Rotating
Phone	02-4390 0622
Email	bens@doylo.com.au
RSA / RCG / ARCG Card number – Expiry	CCH10850374 – 18 Dec 2028

Duty Manager (RGO)	Carly Biggins
Roster	Rotating
Phone	02-4390 0622
Email	carlyb@doylo.com.au
RSA / RCG / ARCG Card number – Expiry	CCH10333088 – 13 December 2026

Duty Manager (RGO)	Josh McMahon
Roster	Rotating
Phone	02-4390 0622
Email	joshm@doylo.com.au
RSA / RCG / ARCG Card number – Expiry	CCH10457499 – 17 June 2025

Duty Manager (RGO)	Cristine Luth
Roster	Rotating
Phone	02-4390 0622
Email	christinel@doylo.com.au
RSA / RCG Card number – Expiry	CCH10081492 – 27 May 2027

Promotions	Rachel Smith
Roster	Rotating
Phone	02-4390 0622
Email	rachelj@doylo.com.au
RSA / RCG Card number – Expiry	CCH10565485 30 June 2026

Gaming Analyst (RGO)	Kylie Hancock
Roster	Mon-Fri
Phone	02-4390 0622
Email	Kylieh@doylo.com.au
RSA / RCG Card number – Expiry	CCH10699444 – 8 August 2027

Duty Manager (RGO)	Gemma Clancy
Roster	Rotating
Phone	02-4390 0622
Email	gemmacl@doylo.com.au
RSA / RCG Card number – Expiry	CCH10817774 – 16 September 2028

Functions Coordinator	Stacey Coombe
Roster	Event Based
Phone	02-4390 0622
Email	stacyc@doylo.com.au
RSA / RCG Card number – Expiry	CCH10462552 – 30 June 2026

Gaming Supervisors (RGO's)	
Gaming Supervisor (RGO)	Declan Johnston
Roster	Rotating
Phone	02-4390 0622
Email	declanj@doylo.com.au
RSA / RCG / ARCG Card number – Expiry	CCH11460667 – 7 Oct 2025

Gaming Supervisor (RGO)	Kimberly Tomlinson
Roster	Rotating
Phone	02-4390 0622
Email	kimberlyt@doylo.com.au
RSA / RCG / ARCG Card number – Expiry	CCH11042460 – 22 May 2026

Gaming Supervisor (RGO)	Bella McGuigan
Roster	Rotating
Phone	02-4390 0622

Email	bellam@doylo.com.au
RSA / RCG / ARCG Card number – Expiry	CCH11491953

Gaming Supervisor (RGO)	
Amie Gore-Johnson	
Roster	Rotating
Phone	02-4390 0622
Email	amieg@doylo.com.au
RSA / RCG / ARCG Card number – Expiry	CCH10970606 – 26 February 2025

Gaming Supervisor (RGO)	
Alyssa Marquet	
Roster	Rotating
Phone	02-4390 0622
Email	alyssam@doylo.com.au
RSA / RCG Card number – Expiry	CCH11563644 – 26 May 2029

Gaming Machine Shut Down Hours		
	From	To
Monday	0330	0930
Tuesday	0330	0930
Wednesday	0330	0930
Thursday	0330	0930
Friday	0330	0930
Saturday	0330	0930
Sunday	0330	0930

Gaming Machine Details	
LGA Classification	Metropolitan
SA2 Band	3 (RED)
Gaming machines on floor	223
Gaming machine entitlements	230
Entitlements not in use	7

Part 3 – RCG Cards and incident register

Register – RSA and RCG cards.

All Team members on duty are to be able to produce their RSA and RCG cards when requested.

Club Managers and Gaming leaders perform regular checks to ensure our team can produce their RSA / RCG cards upon request. ERM end of shift reports requires all Duty Managers and Gaming Leaders to report that staff on duty were carrying their RSA / RCG competency cards.

RCG Register	People and Culture Office
Person responsible	Chief People Officer
RSA and ARCG Register contents	A copy of the Licensee's RSA / RCG Competency Card * A copy of staff RSA / RCG / ARCG competency cards * <i>*This is a legislative requirement</i>
Audits and inspections	Club Managers and Gaming Leaders conduct spot inspection of floor staff to ensure they can produce their competency cards

Gaming Incident Register	
NSW Liquor and Gambling Incident Register	Maintained electronically through the Club's online ERM system. It is accessible by all Senior Managers, Club Duty Managers, Security Personal and Gaming Leaders.
Procedure	The Club has an inhouse procedure, Gaming Incident Procedure, clearly identifying the incidents to be recorded and the information required.
Person responsible for updating the Register	Club Duty Managers and Gaming Leaders are responsible for ensuring the register is completed as outlined in the Club's Gaming Code of Conduct Implementation Plan as soon as reasonably. Possible (Within 24 hours)
Types of incidents recorded	Include but not limited to: <ul style="list-style-type: none"> • Request for self-exclusion. • Request for 3rd party self-exclusions. • Signage issues noted by staff and steps taken to rectify. • Often gambles for long periods without a break. • Showing signs of "At-Risk behaviours" • Aggressive behavior (kicking/hitting machine, swearing, etc.) • Significant increase in spending pattern • Has run out of money when leaving the venue. • Leaving children unattended • Complaints to staff about losing or blames venue/staff for losing. • Breaches of self-exclusions by patrons • AML/CTF related issues • Soliciting monies
Accessibility & Privacy	Our Gaming incident register will be kept for a minimum of three (3) years and made available to police and inspectors. Doyalson Wyee RSL Club is subject to the Privacy Act 1988 and related Australian Privacy Principles in the collection and use of information for the incident register.

PART 4 – Harm Minimisation Measures

The Licensee / Secretary and staff acknowledge that while most members and guests participate in gambling activities in a socially enjoyable and harmless manner, gambling can create problems for some individuals.

The Club therefore aims to deliver, advertise, and promote gaming services in a lawful and responsible manner, having regard to the potential harm that may be caused by gambling and the community concerns about the conduct of gambling. The Club urges all patrons to gamble responsibly.

CHECKLIST	
Legislative Requirements	
Venue gambling signage and information, and internal self-audit strategies	All mandatory signage is in the required positions. Self-audits are carried out twice a week, if the team identifies an issue, it is immediately rectified and reported to the Gaming Manager. Our Board Of Directors carries monthly audits to ensure compliance.
Procedure for assisting patrons with accessing self-exclusion schemes and counselling services	Responsible Gambling Officers are always available during trading hours to facilitate self- exclusion of patrons and help contacting counselling services. As members of ClubSafe this support is also available online, in the event a patron does not want to enter the premises.
Strategies to prevent minors from gambling	If a person who looks under 25 is found in the gaming area/s, proof of age will be requested and if the person is found to be underage or unable to produce proof age the person will be asked to leave the Club
Controls around gaming related advertising	Gaming related advertising cannot be seen outside the club venue. Checks on advertising material are conducted by several people to ensure legislation is being adhered to before being distributed to the public.
Prize payment	Staff must award or pay prize on a gaming machine to a player who is entitled to the prize in accordance with the Gaming Machine Regulation 2019.
Policies on cashing cheques, prize winning cheque procedures and limits	Under no circumstances does the club permit the cashing of cheques or providing cash through credit cards or credit betting. The Club imposes a limit on the amount of any prize or accumulated credits paid in cash. The amount of any cash payment must not exceed the limit imposed by law (currently \$5,000). The balance above any prize or accumulated credits may be paid by crossed cheque made payable to the prize-winner or paid by electronic funds transfer to an account nominated by the prize-winner. Electronic funds will be transferred within 48 hours.
Player reward scheme	We operate a player reward scheme through Aristocrat S7000 system. This connects the operations of gaming machines at our venues and allows our member to accumulate reward points from playing poker machines
Player Activity Statement	Player activity statements are available on request, which report the patrons' spending on gaming machines over a monthly period. All requests will be fulfilled at the time of the request by our Responsible Gambling Officers.
Gaming Promotional Prizes	A promotional prize means a prize or reward for offered by our Venues to our members in connection with our players reward scheme or other

	marketing or promotional activity that involves gaming machine. Under no circumstances will these prizes be in the form of cash, exceed \$1000 in value or be exchanged for cash.
Inducements and incentives	Inducements are incentives that provide benefits to encourage gambling. Our venue does not offer: <ul style="list-style-type: none"> • Supply any free or discounted liquor as an incentive to gamble • Free credits through letterbox flyers or shopper docket • Any other form of incentive to play gaming machines.
Our team Gambling policy	"Staff members are not permitted to use or play our venue's gaming machines at any time whilst employed by DLG". This exceeds the recommended standards for Liquors and Gaming.
Staff training and qualifications	All staff involved in the conduct of gambling must hold a current RCG certification. Staff will undergo RCG & ARCG training and refresher courses on a regular basis as appropriate. The Gaming Plan of Management is available to all team members. Our People & Culture team maintain the team qualifications and will notify the team should a qualification require updating.
Plan updates and review strategies	The Gaming Plan of Management and strategies are reviewed annually or when a change to policy/procedure is implemented. Once updated, the new Gaming Plan of Management will be shared with Tuggerah Lakes Police for feedback and review.

Foundational

Regular in-house training and refreshers on policies and procedures.	Staff will undergo regular training on the policies and procedures as well as training if/when a new policy or procedure is introduced.
Have a strong presence of Responsible Gaming Officers (RGO's) on Duty when Gaming Machines are operating.	Our nominated on-duty Responsible Office are our Duty Managers and Gaming Supervisors. We have at least (2) RGO on duty whilst gaming machines are operating. The Gaming Supervisors are dedicated to their RGO duties from midnight onwards.
Make it clear to staff that patron welfare is of the utmost importance.	Any communications to staff will have a message about the importance of patron welfare and a reminder of a policy or procedure. Our team have been trained to check in on patrons, should they witness behaviour that would indicate problem gambling or the general wellbeing of a patron.
Display information about local support services in strategic locations	Signage about local support services is displayed prominently in each gaming area (3 in total) and local counselling services information is available at reception.
Initiate self-exclusion when requested regardless of the day or time.	There are at least (2) RGO's on duty during our trading hours who can process self-exclusions at any time of the day or night.
Have strong systems for staff to familiarise themselves with photos of self-excluded patrons	A printout of all current self- excluded patrons is available in the Oasis Bar. Staff are required to review the printout at the start of each shift. These printouts our maintain by our Gaming administration team.

Intermediate

Training/resources on the signs of risky/problematic gambling behaviour	Identifying signs of potentially risky or problematic behaviours is part of the regular training for staff and weekly meetings. The
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	behaviours are also trained the RCG and ARCG courses.
Provide feedback on the actions taken by managers when an issue is recorded.	Monthly meetings attended by the Gaming Manager and Gaming Leaders where issues and problems are discussed, and feedback given. All gaming incidents are reported in the Gaming Incident register and require approval by Gaming Manager and/or Hospitality Operation Manager.
Maintain a Gambling Incident Register to record RCG related incidents and the actions taken to address them	An online Gambling Incident Register is in place to record RCG incidents and the actions taken to address them. This record is automatically emailed to all Club Managers, the Gaming Manager, Gaming Leaders and Executive Management team.
A Gambling Incident Register Summary is reported to the Board of Directors on a Quarterly basis	The Group Gaming Manager, Matthew Taperell, will present a summary of these incidents every 3 months in a report to the Board of Directors.
Using technology and systems to initiate self- exclusion	The Club advertises self-exclusion through all its member kiosks. Explaining that a Duty Manager is always available if they wish to self-exclude.
Proactively talk to patrons about self-exclusions during welfare checks	Nominated Responsible Gaming Officers will suggest self-exclusion during any welfare checks, if they feel it is in the best interest of the patron to do so.
Have a robust customer complaint policy in place with specific arrangements for RCG- related complaints	Like any complaint the Club receives, there is a process in the handling of the complaint and the actions taken during all stages of the complaint investigation/resolution. All gambling related complaints are recorded in our Gaming Incident Register and sent to the Gaming Manager and Hospitality Operations Manager for approval and resolution.
How misconduct will be reports	"Anyone may make an anonymous complaint to Liquor & Gaming NSW about liquor of gaming law breaches" Email: contact.us@liquorandgaming.nsw.gov.au Web: www.liquorandgaming.nsw.gov.au Phone: 1300 024 720
Have structured systems for staff to do welfare checks, encourage breaks in play and suggest alternatives to gambling available in the venue or beyond	Responsible Gambling Officers (RGO) can use the gaming system to determine if a patron has been playing a gaming machine for an extended period (more than 3 hours). The RGO will conduct a Welfare Check to gauge their mood, stress level and assertiveness. If the patron is showing signs of distress, will help by way of encouraging a break in play or by discussing potential exclusion options, or counselling and support services.
Increase welfare checks and patron interactions after midnight to encourage breaks in play	Gaming Supervisors (RGO's) are dedicated to their RGO duties from midnight onwards. All RGO's are trained to approach members at intervals after midnight to conduct a welfare check.
Recognise staff who demonstrate a commitment to harm minimisation	Staff are recognised through a rewards system for those who demonstrate a commitment to harm minimisation.
Make staff and patrons aware of how to report a breach in legislation to L&G NSW	Appropriate information materials located at Guest Services and bar areas for staff to access. Signage displayed for patrons with current information.

Responsible Gambling Officers (RGO's)

Requirements

Venue with 100-299 GME's	Doyalson Wyee Club requires two (2) RGO's on duty when gaming machines are operating and at least one (1) nominated RGO employee is dedicated to their RGO duties for any time gaming machines are operating between midnight and 8am.
Training Requirements	All nominated RGO's and Senior Managers are trained in the Advance Responsible Conduct of Gambling. In addition, we have trained many of our FOH key gaming team members in the ARCG course to further supporting our commitment harm minimization. The nominated RGO's have also been through internal training and education sessions to make sure they are equipped to perform their duties.
Nominated RGO's	The Club's Duty Manager and Gaming Supervisor are our nominated RGO's. Both roles cover the entire time gaming machines are operating. Our Gaming Supervisors are dedicated to their RGO duties between midnight - 3am and beyond.
RGO Responsibilities	We have created a rotating roster to ensure our RGO and have ensured our RGO's have the ability, support, training and time to perform their duties without impediment.
L&G Complaints	"Responsible Gambling Officers may make a complaint to Liquor and Gaming NSW about harm minimisation breaches at this venue or if they are impeded from undertaking their duties"
Reporting	RGO's will record all gaming related incidents in our NSW L&G incident registered.

Cash Dispensing Facilities & Gaming Signage




Requirements

Credit Cards	No cash withdrawals from a credit card account at our Venues
ATM Location	Our ATMs are placed outside of the gaming area, and not visible from any gaming machine, jackpot signage or any gaming machine part.
Directional Signage	No ATM's directional signage at Doyalson Wyee RSL Club
Gaming Signage & Advertising	Gaming machine signage and advertising is not visible from our ATM's.
ATM's relocating	By Jan 2025, our ATM's will be located no less than 5 meters from the gaming room entry

Venue Gambling Signage and Mandatory Gambling Information

Mandatory Signs- Self Audits completed weekly by our Gaming team

	<p>Sign 3G- Chance of Winning Displayed in each gaming area -Entry to Gaming from -Oasis Bar side -Reception side -TAB corridor entry -Alfresco Airlock x 2 -Oasis Room Airlock</p>
	<p>Sign 5G- Self Exclusion Displayed at each gaming area on the Player Information Board -Indoor Gaming -Alfresco Gaming -Oasis Gaming</p>
	<p>Sign 2L- Under 18 Displayed at each entry gaming area -Oasis Bar side -Reception side -TAB corridor entry -Alfresco Airlock x 2 -Oasis Room Airlock</p>
	<p>Sign 1G & 6G Gambling Warning sign & Counselling sign Displayed at each gaming area on Player information Board -Indoor Gaming -Alfresco Gaming -Oasis Gaming</p>
	<p>Sign 4G Stickers These prominently displayed on each gaming machine, ATM and CRT.</p>

	<p>Brochure 1- Info about the odds available in each gaming area always on the notice Board</p> <p>Brochure 2 – Help is Close at hand Available in relevant community language supplied upon request</p>
	<p>Blue ClubSAFE Counselling Cards Displayed & secured in card holder at change Counter service area</p>
	<p>Sign 2G- Self Exclusion contact cards Displayed at each gaming area on</p> <p>The Player Information board and securely attached to each bank of gaming machines in a card holder.</p>
<p>CRT machine -“Customer Redemption Terminal” Help is close at hand GambleAware gambleaware.nsw.gov.au 1800 858 858</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-top: 10px;"> <p>Your player activity statement is available from the cashier</p> </div>	<p>This problem gambling notice prominently displayed on all ATMs, cash-back terminals and player activity statements.</p> <p>Also is displayed digitally.</p>

Minors – Unaccompanied Minors and Preventing Underage Gambling

The ALL staff and Security will comply with legislative requirements and will take all reasonable steps to ensure that no person under the age of 18 years is the Club, without being accompanied by a responsible adult over the age of 25.

In instances where a minor is identified on the licensed premises in any restricted area, including the Gaming Floor, relevant steps will be immediately implemented ask proof of age documents, if the person is unable to produce proof of age or are found to be underage, they will be asked to leave the premises. If the person[s] refuse to leave the Police will be called.

The Club policy is that all minors on the licensed premises must vacate by 2200 on any night and that all minors must be continuously accompanied and / or supervised by a responsible adult.

Any parent or guardian bringing a minor to any part of the venue must ensure that the child is not left unattended. If a child is unattended, the parent or guardian will be asked to leave the premises and further restrictions might be enforced. The matter may also be referred to the police.

Checklist	
Proof of age ID checks are in place at the entrance and within the venue.	Yes.
Staff check ID for all patrons who appear to be 25 years or younger	Yes.
Staff are trained in ID checking procedures and have access to Intoxication ID Checklist	Yes.
Proof of age signs are displayed at each entry point to the venue	Yes.
Responsible adult signage displayed at entrances to Club	Yes.
Authorised area and restricted area signs are displayed in relevant areas	Yes.

Checking Proof of Age		
Location	Responsibility	Document required
Entry to Club	Guest Services staff, Security	Current Driver License, Proof of age Card, Passport, Key Pass and NSW Photo Card
All Bars	Bar Staff, Security	Current Driver License, Proof of age Card, Passport, Key Pass and NSW Photo Card
Gaming Floor	Gaming Hosts, Security	Current Driver License, Proof of age Card, Passport, Key Pass and NSW Photo Card
General Floor	All Staff, Security, Manager, RSA Marshall	Current Driver License, Proof of age Card, Passport, Key Pass and NSW Photo Card
Policy	All staff, wherever an identification is presented by a person appearing to be under the age of 25 years, shall carefully examine the identification and ask questions relating to aspects of the identification. This is to verify that it is valid, relevant to the person producing it and not fraudulent i.e. not the subject person or has been altered or fabricated.	

Underage Entry Procedures

Fraudulent Proof of Age Documents

Type of Incident	Action
Tampered or Fraudulent	Confiscate the fraudulent or tampered ID Attempt to confirm and verify the identity of the minor and ask them to remain until police arrive. Police to be called and provided the fraudulent or tampered ID and any information available regarding the person who presented it. Request Name of Officer and Event Number from Police Incident register to be completed reflecting incident
Use of another person's proof of age documents	Confiscate the Identification Attempt to confirm real identity of minor and ask to remain until police arrive Police to be called and provided the fraudulent or tampered ID and any information available regarding the person who presented it Request Name of Officer and Event Number from Police Incident register to be completed reflecting incident

At-Risk Behaviours & Gambling Harm (Refer to Appendix 3)

"At-risk gambling behaviour's, is gambling behaviours 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 affect people's physical and mental health as well as their financial wellbeing, relationships, education and employment, social and psychological wellbeing"

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 issues 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, or recommend an exclusion order if the patron is at risk of harm or at risk of causing harm to others.

Source: Developed by the Office of Responsible Gambling, based on international and Australian best practice and informed by key research, including Delfabbro, P., Thomas, A. and Armstrong, A.R. (2016), 'Observable indicators and behaviours for the identification of problem gamblers in venue environments', *Journal of Behavioral Addiction*, 0, 1–10. DOI: 10.1556/2006.5.2016.065; and Thomas, A., Delfabbro, P. and Armstrong, A.R. (2014). 'Validation study of in-venue problem gambler indicators', report prepared for Gambling Research Australia

Problem Gambling Counselling Service

The Club is a member of ClubSafe , the preferred responsible gambling program in NSW, which is used in over 900 clubs state-wide. It is based on a Multi-Venue Self-Exclusion Program (MVSE), designed to assist people with a gambling problem to self-exclude from multiple venues around where they live, work, and socialise.

As an integral part of our community, we ensure we are always working positively, productively, and passionately for residents and businesses, and our members and guests. The Club takes the issue of responsible gambling very seriously, and we actively promote several initiatives to ensure all visitors to our club are aware of the services available to them.

Self- Exclusion

This initiative allows our patrons to exclude themselves from all areas of our club, whenever they feel the need. The minimum period for self-exclusion is six months. Once a patron agrees to be excluded from the club for a specific time, we will assist them in honoring that commitment. If a patron wishes to self-exclude, they should speak with a Club Duty Manager at the venue.

The Club supports the ClubSafe Multi-Venue Self-Exclusion (MVSE) program which allows patrons to ban themselves from multiple venues in the area, to avoid gambling activities. This program has helped more than 6,000 individuals to regain control over their gambling habits. If a patron breaches their self-exclusion, it is reported through the MVSE program for assessment by trained counsellors.

For more information, visit <https://www.clubsnsw.com.au/services/clubsafe/multi-venue-self-exclusion>

Partial Self Exclusion

This initiative allows our patrons to exclude themselves from gaming activities at our club, but still allows them access to other areas including restaurants, bars, and entertainment precincts. The minimum period for partial self-exclusion is six months. Once the patron agrees to stay away from our gaming areas for a specific time, we will assist them in honoring that commitment. The only difference between this option and a full exclusion is that the patron can still attend the venue, however they will not be permitted entry to the gaming floor. If a patron wishes to partially self-exclude, they should speak with a Club Manager at the venue. Alternatively, they can contact a gambling help counsellor. If a patron breaches their partial self-exclusion and enters a gaming area, it is reported through the MVSE program for assessment by trained counsellors.

For more information, visit <https://www.clubsnsw.com.au/services/clubsafe/multi-venue-selfexclusion>

Online Self Exclusions

Many people are too embarrassed or ashamed to ask for help, so this initiative allows our patrons to exclude themselves from all areas of our club, by filling in a form available online whenever they feel the need. The patron needs to attach a photo to the online exclusion form and will be contacted by the Club Duty Manager, so they can confirm the self-exclusion agreement and encourage the use of counselling services.

Third Party Concern

Any approach to staff by a family member or a friend of a patron with respect to concerns of a patron's gambling habits or a request to exclude that patron from the Club is immediately referred to the Club's Responsible Gambling Officer or in their absence, a Club Duty Manager, who are trained in dealing with these matters. A self-exclusion application will then be lodged with the Club's responsible gambling provider, ClubSAFE. ClubSAFE will then contact the person to be excluded and independently deal with the request according to the legislated process.

Club Initiated Exclusions

Doyalson Wyee RSL Club Management may initiate a Multi-Venue Exclusion for a Player if it is of the opinion that it is necessary to prevent that Player from experiencing serious gambling-related harm. The Club will initiate a Venue Exclusion if a Player displays any of the following problem gambling behaviours:

- seeking credit for gambling.
- seeking to borrow money for gambling.
- admitting to borrowing or stealing money to gamble; or
- leaving a minor unattended while playing gaming machines.

Doyalson Wyee RSL Club Management may also change a gaming area only exclusion to an entire Club premises exclusion if a Player breaches or attempts to breach their exclusion on two or more occasions.

Part 5 – Staff Training

The Club is committed to ongoing training of staff to ensure everyone is kept updated and competent in implementing required RCG practices, made aware of added information about relevant laws, venue initiatives, and venue operating procedures. This, from time to time, may involve the assistance of independent external licensing experts. These meetings also encourage the exchange of ideas between venue management and staff. This is supplemented by regular briefings of gaming staff at the commencement of their duties regarding their responsibilities regarding RCG and Minors.

Checklist	
Staff Updates	<ul style="list-style-type: none"> • Updates communicated via internal email • Policy changes issued through Employment Hero (HRIS Platform) • Our Team Facebook page • Internal Team meeting and training sessions • Yearly compliance training sessions with external RTO
Information received about	<ul style="list-style-type: none"> • Club license requirements. • Rewards program education • Keno & TAB compliance • RCG Policy and Procedures • RGO's duties and support • AML/CTF compliance training • Entry procedures • Minors' policy and Procedures • Other information including promotions, events, Policy changes • Gaming Plan of Management • Player Activity Statement process • System changes
Staff have access to resources	<ul style="list-style-type: none"> • Liquor and Gaming NSW resources. • Gaming Plan of Management • Minors Policy and Procedures • Current Promotions, Events, Policy changes • Webinars • Advance Responsible Gambling workbook • Clubsafe member • Barringtons RTO

GPOM Versions Control

DOYALSON WYEE RSL CLUB LIMITED GPOM

Version	Date	Approved by	Signature	Next Review
1.0	20 June 2024	Matthew Taperell		August 2024
2.0	2 August 2024	Matthew Taperell		June 2025
3.0	17 December 2024	Matthew Taperell		July 2025
4.0	24 July 2025	Matthew Taperell		Dec 2025

