

V3. October 2025

Gaming Harm Minimisation Program

GEEBUNG RSL



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Program Review

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The Business

Name of gaming business:	Geebung RSL
Gaming Licence Details:	182171
Address:	Cnr Newman Road & Collings Street, Geebung
Telephone:	07 3265 3711
Email:	info@geebungrsl.com.au
Geographical area of operation (local council):	Brisbane City Council – Deagon Ward
Gaming Nominee:	Name: Scott Andrew Hart Gaming Nominee Number: 237095
Primary Customer Liaison Officer (CLO):	Name: Scott Hart – Gaming Nominee
Total number of Customer Liaison Officers:	6
Gaming EGMs undertaken on site?	YES ☒ NO ☐
Number of EGMs:	Licensed:122 Operational: 95
Wagering undertaken on site? (TAB/Sports Bet)	YES ☒ NO ☐
KENO undertaken on site?	YES ☒ NO ☐
Bingo undertaken on site?	YES ☒ NO ☐
Date of Program Implementation:	Updated Program V2 – January 2025 Updated Program V3 – October 2025
Date of Program Approval:	November 2024
Review of Program:	Annually

The Business gaming hours of operation

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open	1000	1000	1000	1000	1000	1000	1000
Close	0200	0200	0200	0200	0200	0200	0200

Purpose

Geebung RSL 'The Club' takes our responsible service of gaming (RSG) obligations very seriously, and we are committed to providing responsible gambling in our Club and actively support the promotion and encouragement of responsible gambling.

Geebung RSL commits to minimising potential gambling-related harm by creating a safe and responsible gambling environment for its members and guests.

Through adopting this Gaming Harm Minimisation Program and subsequent Policies and Procedures, the Club displays a commitment to lessening the harmful effects that gambling, particularly problem gambling, may have on the Club's patrons and on those in the broader community.

Reference Documents

The reference documents for the Gaming Harm Minimisation Program are as follows:

- *Gaming Machine Act 1991*
- *Gaming Machine Regulation 2002*
- Queensland Responsible Gambling Code of Practice
- Rules Ancillary to Gaming

The guiding principle of the Queensland Responsible Gambling Code of Practice states:

"The Queensland Responsible Gambling Code of Practice is based on a shared commitment by gambling industry providers to the guiding principle of ethical and responsible behaviour. This principle recognises the importance of customers' wellbeing, focusing on minimising the potential harm of gambling. In addition, customers' rights to privacy are respected.

Policy Goals

The goals of the Gaming Harm Minimisation Program and subsequent policies and procedures are to:

- Manage potential harm associated with gambling by creating a responsible gambling environment.
- Educate and inform patrons and employees about the potential harm associated with gambling.
- Reduce the prevalence and severity of harm associated with, and prevent, where possible, the misuse and abuse of gambling activities.
- Foster responsible conduct concerning gambling and ensure that gambling is conducted responsibly, fairly, and honestly, regarding minimising the harm associated with gambling.
- To ensure gambling is conducted honestly and free from interference, criminal influence, and exploitation.
- Ensure compliance with the *Gaming Machine Act 1991*, *Gaming Machine Regulation 2002*, and Queensland Responsible Gambling Code of Practice and best practice measures.
- To ensure, as far as practicable, the conduct of gambling is consistent with the expectations and aspirations of the public and local community.
- To align gambling practices to the community-driven values of the Club.

What is problem gambling?

Problem gambling exists when gambling activity results in a range of adverse consequences where:

- The safety and well-being of gambling customers and their families and friends are placed at risk; and
- Negative impacts extend to the broader community.

Potential harmful effects of problem gambling

Some potential harmful effects of problem gambling on individuals and the community are:

- Personal—stress, depression and anxiety, poor health, suicide.
- Work and study—job loss, absenteeism, and poor performance.
- Financial—financial hardships, debts, asset losses, bankruptcy.
- Legal—theft, fraud, scams.
- Interpersonal—domestic violence, relationship breakdown, family neglect.
- Community services—pressure on charities and the public purse.

What is Responsible Gambling

Responsible gambling is the provision of safe, socially responsible, and supportive gambling environments where the potential for harm associated with gambling is minimised and people can make informed decisions about their participation in gambling.

Responsible gambling occurs as a result of collective actions and shared ownership by individuals, communities, the not-for-profit sector, the gambling industry, and the government, which aims to achieve socially responsible outcomes and responsive to community concerns.

Gambling does include the various fund-raising activities of the venue, and therefore, customers, supporters, and employees have an obligation to be alert to the needs of individuals who do have a gambling-related problem.

Responsible Gaming Statement

Geebung RSL acknowledges the responsibility and privilege of holding a license to operate gaming machines and other forms of gambling within the state of Queensland. Geebung RSL encourage the responsible use of gambling facilities and abides by the Gaming Machine Act (1991 (QLD), Club Gaming Code of Practice, OLGR and other statutory obligations.

Policy Statement

The Board & Management of Geebung RSL have formally adopted the following policy statement and will always:

- Ensure the provision and use of gambling products occur in a safe and enjoyable manner;
- Geebung RSL will prioritise customer welfare and sustainable gambling activities;
- Geebung RSL will adopt responsible gambling and harm minimisation measures in accordance with the Club Gaming Code of Practice and OLGR; and
- Geebung RSL will promote the social and economic benefits of responsible gambling and the gaming industry.

Responsible Gaming Mission Statement

At Geebung RSL, we are committed to fostering a safe, respectful, and enjoyable gaming environment for all our members and guests. We believe gaming should always be a form of entertainment, never a source of harm.

We strive to:

- Promote informed choices by providing clear information about the risks and responsibilities of gaming.
- Support wellbeing by offering assistance and resources to those who may be experiencing gambling-related difficulties.
- Maintain integrity through compliance with all relevant laws, regulations, and best-practice standards.
- Encourage balance by promoting healthy, sustainable participation in gaming activities.

Provision of Information

Geebung RSL is responsible for providing patrons information to empower them to gamble responsibly in alignment with community standards and legislative expectations.

Information about the potential risks associated with gambling and where to get help for problem gambling is prominently displayed in all gambling areas, in bathrooms and near cash out facilities which service gambling areas.

Information is displayed in a prominent location to alert patrons that the following information is available on request:

- The Gaming Harm Minimisation Program including policies for addressing problem gambling issues relevant to the local community.
- Responsible Gambling Policy & Responsible Gambling Mission Statement.
- The nature of games, game rules, odds or returns to players (odds of winning).
- Player Information Guide.
- Exclusion provisions.
- Gambling-related complaint handling procedures including Privacy Policy.
- Key elements of the Club's financial transaction practices (Financial Transaction Policy).
- Gambling help services to assist those affected by gambling.

Meaningful and accurate information on the odds of winning major prizes is prominently displayed in all gambling areas and in proximity to relevant games (Including Bingo where applicable).

Blue Fin Fishing Club will provide information and materials suitable for predominant cultural groups in the local community. If this information is not available, non-English speaking patrons can be provided with the contact details for a translating service (e.g. Translating and Interpreting Service (TIS) National – 131 450 or www.tisnational.gov.au).

Refer to Appendix 1 – Rules Ancillary to Gaming

Refer to Appendix 2 – Odds of Winning

Physical Environment

Minors

It is an offence under law for any person under eighteen (18) years of age to participate in gambling activities. Blue Fin Fishing Club prohibits anyone under the age of 18 from entering or remaining in any gambling area.

The Club also prohibits persons leaving their children unattended in the venue, persons found doing so may be excluded from the Club and reported to the appropriate government authority.

The Club also presents visible signage outside and around any gambling areas, to ensure guardians and those under 18 years of age are aware of prohibited areas.

The only acceptable forms of ID are:

- Australian issued drivers' licence or permit including Digital ID.
- Government issued proof of age card(s)
- Photo passport (original and valid)
- Victorian Keypass

Service of Alcohol

Alcoholic beverages will not be served to patrons, whilst playing gaming machines.

Patrons who are unduly intoxicated will be refused service of alcohol, will not be permitted to continue to gamble, and will be asked to leave the gaming area or the premises.

The Club will not use free or discounted alcoholic drinks or happy hours to promote gambling.

Geebung RSL will maintain the gaming area in a safe, clean condition at all times.

Breaks in Play

Geebung RSL will encourage breaks in play by making patrons aware of other alternative forms of entertainment available at the venue and where possible providing self-service coffee and tea facilities.

Staff will monitor patrons in the gaming room and initiate interaction with any patrons who may need a break in play.

The Club does not encourage extended, intensive, and repetitive play.

The "chocking" or continual depressing of buttons by the insertion of a coaster, plastic peg is not permitted at Geebung RSL.

Passage of Time

Geebung RSL ensures clocks are in all gaming areas and are suitably lit to allow patrons to remain aware of the passage of time.

Where practicable, time-related announcements will be audible in the gaming room to further prompt patrons' awareness of the time.

Gratuities

Staff working in gambling areas are not to encourage gambling patrons to give them gratuities.

All staff are instructed to politely refuse gratuities if offered and a record of any such interaction will be retained by the Club.

Staff

Staff shall not play or permit any other person to play gaming machines on their behalf on the premises.

CCTV Provisions

Closed Circuit Television Cameras (CCTV) are installed strategically throughout the gaming floor and the Club, in accordance with the *Liquor Act 1992* and the *Liquor Regulation 2022*.

Footage is retained for a minimum of 28 days, which does not depict any incidents and will be deleted within 30 days. Any footage where incidents have occurred will be retained for a minimum of 1 year.

Geebung RSL will operate and maintain a facial recognition system to ensure patrons who are excluded from areas of the premises are identified and prevented from gambling in excluded areas in line with the terms of their individual exclusion.

Additional Measures

- Regular car park checks will be conducted for minors left in unattended cars.
- Encourage gaming patrons to also participate in non-gambling activities within the Club.

Interaction with Customers and Community

Customer Liaison Officer (CLO)

Geebung RSL employs and has a nominated primary Customer Liaison Officer (CLO) who will assist management in the upholding of responsible service of gaming and gambling-related issues.

For this position, the following qualifications must be held:

- Undergo Customer Liaison training by an approved RTO
- Hold a current Responsible Services of Gaming Certificate

Desirable qualities:

- Experience or qualifications in counselling or human resources.
- Relevant Code of Practice training or competent knowledge of the Code of Practice.

This individual's role is to include communication between patrons and employees on gambling-related issues. A CLO will be always available during gaming trading hours.

A representative of Geebung RSL including a minimum of one CLO, will meet regularly with Gambling Help Providers (minimum once per year) to develop and assist with responsible practices and assistance mechanisms for those who report problem gambling issues.

The CLO will also provide advice and support to any employees who may have a problem with gambling or could be at risk of developing a gambling problem.

Employees use of Gambling Services & Employee Support

As a matter of policy, Geebung RSL prohibits employees from gambling.

No staff member is permitted to use gaming machines at the venue during their hours of employment, 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.

The Club is committed to workplace health and safety and is willing to provide necessary assistance and support, upon request, to any employee who may have a problem with gambling. The Club has an Employee Assistance Program (EAP) in place to assist any staff members experiencing indicators of problem gambling.

External Gambling Help Providers

Geebung RSL has fostered a relationship with Relationships Australia, Gambling Helpline and Gamblers Anonymous.

These relationships are to assist excluded patrons to engage with gambling help services providing them with a specific contact person(s). As well as the venues staff and management to understand that being detected breaching an exclusion order can be very embarrassing or upsetting for the person and provide advice/ guidance as to ways to assist the staff when dealing with an excluded patron and or persons showing signs of gambling harm.

Geebung RSL understands its obligation to report the exclusion contravention to OLGR is met (section 261K of the Gaming Machine Act and section 16A of the Gaming Machine Regulation 2002.)

Signage highlighting the consequences of contravening an exclusion order or direction are on display conspicuously within the licensed premises, including near the entrance of the venue and entrance of gaming machine areas, TAB, ATMs and KENO lounge areas, to help excluded persons refrain from entering areas from which they are excluded.

Geebung RSL will utilise a mixture of hard signage (posters) and electronic screens with rotating digital displays.

 Relationships Australia®

<https://raq.org.au/>

 Gamblinghelp
QUEENSLAND

<https://www.gamblinghelponline.org.au/>



<https://gaaaustralia.org.au/meetings/>

Exclusion Provisions

Exclusion options are available for individuals who may be experiencing difficulties with their gambling behaviour.

Geebung RSL provides patrons the option of excluding (banning) themselves from the gaming facilities (Gaming Machines, Wagering and or KENO) or the entire venue. In doing so we aim to provide an environment which ensures such matters are dealt with in a sensitive, confidential, and timely manner.

A Customer Liaison Officer (CLO) is always available for patrons to discuss their exclusion options. Patrons who request self-exclusion from the venue will also be encouraged to exclude themselves from other gambling venues in the area. The CLO will provide the patron with details of at least one community support service for advice, assistance and/or counselling relating to problem gambling.

Geebung RSL will suggest to any third-party approach (for example family members or friends) that self-exclusion documents and procedures are available, provide a copy of the Order of Self-exclusion and Deed of Self-exclusion to the third party and encourage the third party to discuss the options with the person believed to have a problem with gambling.

Excluded individuals will be removed from all gaming mailing lists used for marketing purposes by the Club.

The Club will undertake regular reviews of self-exclusion provisions to assess their effectiveness.

The Club will undertake regular employee training which will include Responsible Service of Gaming refreshers and where deemed appropriate staff will complete their Responsible Service of Gaming qualification again. Training will be undertaken on an annual basis.

Remote Self- Exclusions

A patron can remotely set up a self-exclusion for one (1) or more venues without having to physically enter a venue. They can do this through the State Government-Funded Help Queensland service.

Should a customer of Geebung RSL ask or be informed about remote self-exclusions, the venue will provide the remote self-exclusion flowchart.

The patron will then be referred to Geebung RSL local Gambling Help Queensland Service or the Gambling Helpline on 1800 858 858. Gambling Help Queensland provides free, confidential counselling and support across the state.

Remote self-exclusion follows the same process as in-person self-exclusion, and includes these additional steps:

- Verifying the persons identity,
- Confirming the gambling help service is authorised to act on the person behalf.

Remote self-exclusions allow the patron to self-exclude from multiple venues at once.

In the event Geebung RSL receives an email notification from a Gambling Help Service (GHS) regarding a remote self-exclusion they will firstly confirm they have received the following:

- Completed Form 3A – Self-Exclusion Notice.
- Completed remote Self-exclusion authority and identification form.
- A clear, digital colour photo of the persons (head and shoulders shot)
- A copy of the persons photo identification.

The venues CLO will then complete the Form 3B – Self-Exclusion Order and email this form to both the patron and the Gambling Help Service provider. The completion of the Form 3B – Self-Exclusion Order must be completed promptly.

***Note – The 24-hour cooling off period starts when the venue provides the Form 3B to the patron.*

Refer to Appendix 3 – Remote self-exclusions guide for Gambling Help Services & Remote self-exclusion flow chart.

Patrons Exhibiting Problem Gambling Behaviour

Should staff identify a patron who is exhibiting genuine problem gambling behaviour, they will notify Geebung RSL Customer Liaison Officer (CLO) available and complete a Responsible Service of Gambling Record of Conversation Form.

The CLO will speak to the patron and determine appropriate action based on the conversation which has taken place. The CLO will then further document their conversation on a Service of Gambling Record of Conversation Form. At a minimum, the CLO will provide the patron a Gambling Takeaway Card (a wallet size takeaway card which outlines warning signs and provides support services for players experiencing harm from gambling).

Refer to Appendix 4 – Gambling Record of Conversation

Excluded Patrons

Exclusions once processed take effect after a 24hr cooling off period and remain in force for a period of five years after which they automatically lapse. A request to revoke an exclusion may only be submitted within 24 hours (cooling off period) or a minimum of 12 months following the commencement of the exclusion.

Geebung RSL has the right to issue a revocation patron an exclusion direction if they believe, on reasonable grounds, that the patron is experiencing problems with gambling.

Excluded persons are prohibited from entering or remaining in the area they have been excluded from as per their exclusion paperwork, any persons identified by staff as being excluded will be removed from the area immediately.

In the event an excluded patron is identified playing a gaming machine, the Club's gaming employee will instruct the patron to stop playing immediately and escort them from the gaming area. The excluded patron will be informed that a contravention notice will be completed due to breaching the terms of the Exclusion.

The Club gaming employee will refuse to make a payment and will then complete a Form 30 - A Payout Refusal Report. Form 30 is completed due to a breach of the Rules Ancillary to Gaming

(Sch.3). The gaming employee will, as soon as practicable, submit the report to the Executive Director of the Office of Liquor and Gaming Regulation (OLGR).

For more information on preventing excluded persons from entering or remaining in licensed premises, refer to Guideline 16 of this program.

Refer to Appendix 5 – Policy and Procedure for Approaching Excluded Patrons

Active Monitoring

Geebung RSL may implement an active monitoring program with the consent of the patron at any time. It involves, where possible, the cooperation of gambling support services and networks of the patron, to assist them to limit any gambling behaviours which may put themselves or others at risk. Active monitoring is for a minimum period of six months.

Active monitoring may apply in circumstances where a patron has:

- refused self-exclusion.
- recently ceased self-exclusion
- been excluded from part of the venue/gambling activities.
- displayed behaviours that may be consistent with problem gambling.

Once implemented, the CLO will manage the active monitoring program by:

- keeping the completed Consent to Monitor my gambling activities and a photograph of the patron.
- advising relevant staff the patron is on an active monitoring program.
- keeping a record of the daily gambling activities of the patron, including the time and money spent on a gambling activity.
- reviewing the patron's gambling activity and subsequently, their suitability to continue gambling at the club.

Refer to Appendix 6 – Consent to Monitor

Guideline 16 – Preventing excluded persons entering or remaining on licensed premises.

A person may be excluded by a licensee upon their request (self-exclusion order), or a licensee may issue an exclusion direction when they believe, on reasonable grounds, the person is experiencing problem gambling.

Excluding a person from licensed premises, or gaming machine areas within the premises, is a harm reduction measure designed to help people manage their gambling, particularly those who have a gambling problem.

Self-exclusion is a commitment by a patron to restrict their access to gaming machines and potentially other gambling products. A person may choose to exclude themselves from one or multiple venues. In doing so, the patron takes responsibility to adhere to the terms of the exclusion order, acknowledging they will be breaking the law if they do not. *Under section 261I of the Gaming Machine Act*, the licensee and their employees must then take reasonable steps to prevent a known excluded person accessing areas from which they are excluded and remaining in those areas if they gain access.

Geebung RSL, senior management, board/committees and staff promote a culture of gambling harm prevention throughout the venue by:

- Ensuring all staff have signed off on the current exclusion list
- Reporting to the board of any breaches and keeping them informed of opportunities for enhancing the venues harm minimisation programs through adopting new, improved technologies and or programs.
- Reporting all contraventions to OLGR within the required time frame
- Multi language gambling pamphlets
- Takeaway cards available in various areas of the venue.
- Strategies including how to recognise and respond to signs of problem gambling
- How a CLO will engage with customers to provide advice and assist them

Foundational Measures in Gaming Harm Minimisation

The Club has a responsibility to ensure that the Queensland Responsible Gambling Code of Practice is strictly adhered to and will implement the following strategies to minimise the potential harm associated with gambling:

Registers

Where Geebung RSL has any excluded persons for their venue, a register of excluded persons (Form 3G – Exclusion Register) will be kept. This is a legislative requirement under section 261J of the *Gaming Machine Act*. The register is to include information regarding each exclusion, including the gambling help service provider the person was referred to. It can be located in the Exclusion Folder located <INSERT LOCATION>.

Geebung RSL will maintain photos of excluded persons in a conspicuous place (not accessible to the public) to enable staff to familiarise themselves with excluded patrons' appearances.

In the event, an exclusion does not include a photo, the venue will try to obtain one from the person or ask to take their own photo of the person for self-exclusions or alternatively use CCTV footage to obtain an image. Blue Fin Fishing Club have the power *under section 261(2) of the Gaming Machine Act* to require a recent photo to be provided with the notice.

Refer to Appendix 7 – Form 3G Exclusion Register

Procedures and Training

All staff involved in gaming duties and any other relevant staff will be required to sign off on the venues in house exclusion register (with photos) on a <MONTHLY> basis and upon induction to ensure they are familiar with all excluded patrons.

The venues primary CLO will review the register monthly to ensure its accuracy and staff completion of review.

In the event excluded patrons do contravene their exclusion; the primary CLO will alert staff of the contravention and as to the higher risk of the excluded patron to contravene again. The CLO will outline the steps in which to handle and report any contraventions.

Geebung RSL will advise staff via <INSERT METHOD> when a new exclusion has been processed and is past the 24hr cooling off period. The staff are advised of the patron's full name, area(s) of exclusion, photo and date of exclusion activation.

Geebung RSL will provide annual RSG refresher training. This will be documented and kept in the Gaming Harm Minimisation Folder.

All staff involved in gaming duties and any other relevant staff are trained in how to intervene and support an excluded person in the event they identify or are notified of an excluded person in area in which they are excluded. This is to ensure they are better positioned to provide advice and assistance regarding the Gaming Harm Minimisation Program and its goals.

Refer to Appendix 8 – Policy and Procedure Steps for exclusion contravention (staff & management).

Complaints and Gaming Related Incidents

Geebung RSL always aims to provide a high standard of service and quality facilities for all our patrons and guests to enjoy.

It is recognised, that on occasion this may not happen. The dissatisfaction of any customer in relation to gaming activities conducted at the club or gaming related incidents are required to be handled in a uniformed manner to ensure their equitable resolution and that regulatory obligations are met.

The Club has procedures in place to ensure gambling-related complaints are dealt with promptly and efficiently.

Staff members are to refer gambling related complaints to the CLO by completing a Gambling Related Incident Report Form. The CLO will make contact with the patron and identify and define the nature and cause of the complaint, including giving assurances on confidentiality and privacy as per the Clubs policies.

Where the complainant is not satisfied the venue will inform the complainant of other avenues of redress, in particular the Queensland Office of Gaming Regulation and their solicitor.

Refer to Appendix 9 – Gaming Related Incident Form

Governance

Geebung RSL will annually review its Gaming Harm Minimisation Program and subsequent Policies and Procedures in their effectiveness and accuracy/relevance to the venue.

As part of this review process Geebung RSL will review past contraventions and or gaming related complaints and identify and implement any improvements arising from these instances of contraventions/ complaints should deficiencies have been found.

Geebung RSL will ensure excluded patrons do not enter or remain in the areas of exclusion by:

- <insert measure>

IT systems

Geebung RSL will utilise their membership system to assist in identifying excluded patrons.

If a person is excluded from the entire club, and not just the gaming machine area, the excluded person's membership will be cancelled or suspended during the exclusion period.

<INSETR CLUB NAME> membership system has the capability of a flag/notification against an excluded person which can be seen by staff. This can include staff who are greeting members and visitors at the entrance of the venue, performing gaming duties or at the point of sale.

Card based gaming accounts linked to patrons' membership cards are disabled (partially or fully) or cancelled upon an exclusion taking effect. All monies are removed from the card and returned to patron at the time of the exclusion. Should any loyalty points be accumulated these will be frozen and will not expire for the duration of the exclusion.

Geebung RSL will conduct periodic reviews of their membership database to ensure an excluded patron has not obtained a new membership and or had their membership reactivated. This will be checked off the Exclusion Register (Form 3G).

Should any accounts be flagged, they will be disabled, and an investigation will be conducted.

Advertising and Promotional activity

Geebung RSL ensures strict compliance with the Queensland Responsible Gambling Advertising and Promotions guideline. This guideline covers gambling related communication activities including advertising in the media, sponsorship, point of sale material, leaflets, displays, internal and external signage, the internet, subscriber products and other materials designed for public communication.

The guideline is used in conjunction with all regulatory requirements for the conduct of gambling in Queensland.

The Club will always ensure any advertising or promotion for gambling:

- complies with Queensland Responsible Gambling Advertising and Promotions guidelines.
- is not false, misleading, or deceptive.
- does not implicitly or explicitly misrepresent the probability of winning a prize.
- does not give the impression that gambling is a reasonable strategy for financial betterment.
- does not include misleading statements about odds, prizes, or chances of winning.
- does not offend prevailing community standards.
- is not implicitly or explicitly directed at sales to minors or vulnerable or disadvantaged groups.
- does not involve any irresponsible trading practices.
- does not depict or promote the consumption of alcohol while engaged in the activity of gambling and or fundraising.
- has the consent of the person before publishing or causing to be published anything that identifies a person who has won a prize; and
- where appropriate, positive responsible gambling messages are incorporated in advertising and promotion.

Any advertisement or promotion is checked by relevant staff against codes and standards, and checked against relevant legal requirements, including compliance with the Australian Consumer Law.

Further to the above, Geebung RSL is committed to the dissemination and communication of Responsible Gambling messages via the following means:

- Advertising messages through EGM screens (scrolling messages)
- Flyers, pamphlets, and posters
- Responsible Gambling message on all external gaming advertisements and promotions
- In-house electronic systems

Excluded patrons – Advertising & Promotional Materials

Geebung RSL will not distribute promotional or advertising material to excluded persons.

Excluded persons will be removed from the venue mailing lists including physical mail, email and SMS communications (*section 261L of the Gaming Machine Act*).

The excluded patron is also removed from social media pages wherever possible.

Where a person is only excluded from gaming areas, the venues CLO will request from the patron if they wish to continue to receive non-gaming related messaging. However, in the event this cannot be strictly controlled to ensure gaming messaging is not provided, the person will be removed from lists altogether.

Ongoing Monitoring

All staff involved in gaming duties and any other relevant staff will conduct regular sweeps of the gaming machine areas at regular intervals. This practise is conducted to monitor player activity for any potential signs of gambling harm, excluded patrons contravening their exclusion and or as part of AML/CTF counter measures.

CCTV footage is monitored via the <INSERT LOCATIONS>.

All staff involved in gaming duties and management will check for excluded patrons when large transactions occur over the venues cash limit threshold and or when other manual payments are being made to patrons.

In line with the Rules Ancillary to Gaming a gaming employee must refuse to pay a cancelled credit or jackpot if they believe on reasonable grounds the person is excluded. A Form 30 - Payout Refusal Report must be completed and provided to OLGR as soon as practicable.

When an excluded person is identified, they will be escorted from the venue in an orderly and sensitive manner and assistance offered for them to engage with gambling help services. (Refer to previous foundation measure under Procedures and Training).

Additional Control Measures Implemented

1. During staff meetings, exclusion registers and photos will be reviewed, and staff can be reminded of who is currently excluded and when exclusion orders are due to expire.
2. In the event a complaint regarding an excluded patron (via patron, family member of the excluded patron or other) with claims of exclusion contraventions are occurring without detection. The venues primary CLO will investigate all complaints using CCTV footage, reporting systems and staff consultation to confirm if such breaches are occurring. All complaints and the investigation process will be documented with results provided to senior management and the board. The venue will use this investigation to inform of any improvements to the current practices and procedures.
3. Facial recognition technology, while not be or form a replacement for other measures. Blue Fin Fishing Club understands that facial recognition technology can support the venue in identifying excluded patrons.
4. Software systems will be reviewed on a regular basis by senior management to integrate where possible to aid in the identification of excluded patrons. Blue Fin Fishing Club membership system if utilised in any point of sale, membership kiosk and or EGMs will flag the person who is excluded.

Responsible Gambling Technology

Pulse Live

PulseLive Incidents & Reporting automates documentation, reduces manual effort, and ensures Geebung RSL meets RSG, AML, and harm minimisation requirements with ease.

Automatic event tracking and real-time reporting take the guesswork out of compliance.

Staff can log incidents instantly, while management gains full visibility and control through a centralised system.

First Responders/ Senior Management/ CLOs will be alerted by an alarm, email, and SMS to support and ensure a case is never missed.

Safe Stakes

Streamline compliance at your venue with Safestakes, the ultimate harm minimisation tool that simplifies the logging and management of your patrons' behaviours. Seamlessly report RSA, RSG, AML events and other patron interactions on the Safestakes mobile app by following the straightforward prompts and feel confident knowing that your team is capturing all necessary data in the moment.

But don't just take our word for it – here's what one of our clients, **Geebung RSL**, has to say about Safestakes:

“Since implementing Safestakes at our venue, our approach to managing patron activity has improved tenfold. Using the SafeStakes app on our phone or desktop simplifies the logging of harmful behaviour that staff may observe around the venue. When logging these activities via Safestakes, we gain access to full activity reports and receive real-time alerts to efficiently identify behaviour trends and shifts.”

Privacy

Information about excluded persons may only be used by staff members to identify and prevent excluded persons from entering or remaining in areas from which they are excluded.

Refer to Appendix 10 – Privacy Policy

Financial Transactions

All winnings will be paid in accordance with applicable legislation requirements set out by regulations and policies.

Gambling winnings above set limits will be paid by electronic funds transfer in full or part payment (cash and EFT) or entirely by electronic funds transfer, in accordance with current policy on payouts and payout limits.

Geebung RSL does not allow the cashing of cheques at any time.

Where payment is made by electronic funds transfer, the Club will ensure the transaction of funds is not made until the following day.

The Club does not extend credit for the purpose of gambling.

Refer to Appendix 11 – Financial Transaction Policy

ATMs

Geebung RSL will ensure the location of its ATM facilities are as far as practicable from designated gambling areas and ensure they are not visible to patrons playing gaming machines.

The ATMs only have debit account facilities.

Record Keeping

The keeping of adequate records is an essential element of Geebung RSL gaming operations to ensure an appropriate level of transparency and accountability of actions by the Club. It will also facilitate proper management and governance of the gaming operations through the strict adherence to formalised procedures that are necessarily associated with the maintenance of a comprehensive record system.

Incoming correspondence from the Office Liquor and Gaming Regulation QLD, and other regulatory bodies is to be immediately brought to the attention of management. A copy is to be made, and this is to be tabled for consideration at the next scheduled meeting of the Management Committee, together with previous correspondence on the matter (if any). The Nominee for the premises may take such interim action as deemed necessary before the matter is able to be considered by the Management Committee. If immediate and decisive action is required, an extraordinary meeting of the Management Committee is to be convened within the shortest possible timeframe. After consideration, the original of the correspondence is to be filed with the other correspondence on the matter and any outward correspondence in response. A file is created if necessary.

Routine correspondence shall be filed with all general correspondence in alphabetical order of the addressee, 'with a secondary order of chronology. Records shall be kept in the administrative area of the club. The filing and maintenance of all records shall be carried out by the Nominee for the premises, or by the administrative support staff

Records that shall be kept will include but not limited to:

- Staff Employment Records, which shall be in alphabetical order. These shall include details of tax file numbers, date of commencement (and termination if applicable), name, age, address, contact details, commendation/disciplinary actions, and time sheets.
- The Staff Training Register which will detail all training completed, and yet to be completed, by current staff of the club. Upon termination of employment, the training records of staff are moved to the Staff Employment Records.
- The Register of Gaming-Related Complaints, which will detail all gaming related complaints and incidents. These shall be filed in chronological order
- The Complaints and Actions Register which will detail any complaints (not just gaming related) received by the club and the action taken in response to the complaint. These shall be filed in chronological order.
- Record of Monthly Self Assessments which will contain the Monthly Self Assessments completed every month by the Gaming Nominee and presented to the Management Committee for adoption.
- The Record of Cash Clearances Reports which will contain Cash Clearances Reports (Form 40) which are completed every 10 days and at the close of business each month. These are to be filed in chronological order, grouped by month.
- The Register of Manual Payments which contains details of all non-system produced payments recorded on Form 39. These are to be filed in chronological order, grouped by month.
- The Gaming Machine Performance Records which contain the monthly performance reports for each machine completed on Form 41. These are to be filed in chronological order, grouped by month, with a secondary order of ascending Site Machine Number.
- The Register of Gaming Machines which contains details of all electronic gaming machines at the club, recorded on Form 58.
- The record of Payout Refusal Reports, which will contain the written notice provided to the affected person, documentation relating to an application for review of the decision to refuse payment, and any determinations made with respect to the review. These will be filed alphabetically under the surname of the affected person.
- The Record of Gaming Related Compliance Matters which will contain the matters communicated to the Management Committee, including notifications to the OLGR QLD of changes to the Executive Officers or secretary to the Committee (Form 11). Unless documents tabled at the meetings are identified sufficiently to enable ready location, copies are to be attached to the minutes. This file is to be kept in chronological order.

All records are to be kept on site at Geebung RSL for a period of 5 years. Those records over 12 months old may be placed in archive if necessary.

Board of Management/ Directors/ Senior Management

Geebung RSL is committed to ensuring all services, including gaming, are delivered to our patrons in an ethical and sustainable way. We understand the role we play within the local community and the responsibility to provide responsible gambling in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling.

As part of this commitment, Geebung RSL Board of Management convenes once a month to discuss and monitor Club operations and strategic direction. Gaming is a standing agenda item where the below items are presented to the board.

1. Gaming Nominee's Report
2. Monthly Self-Assessment Checklist
3. Monthly Variances Record (form 61) and Monthly Gaming Machine Reconciliation report (form 42)
4. Responsible gambling matters arising from the month
5. The adequacy and availability of staff
6. Gaming machine acquisitions and disposals, if applicable
7. Escalated incidents
8. Payout refusals
9. Gaming auditor's report and management letters
10. Any correspondence with OLGR.
11. Other matters.

Meetings of the Management Committee will be held on a monthly basis except in exceptional circumstances. Minutes of the meeting shall be kept, and any determinations made shall be disseminated to all staff affected. Should a scheduled meeting not be held, information relating to matters that would otherwise have been tabled for discussion will be documented as thoroughly as is practicable and sent to each member of the Management Committee by email (with read receipt), registered mail, or other written communication where receipt can be evidenced.

A record of distribution shall be kept. The Management Committee shall be afforded one week to respond and/or to advise whether an extraordinary meeting should be scheduled to address any of the matters.

If an extremely urgent gaming issue arises that must be acted upon before a meeting of the Management Committee can be held, the Gaming Nominee shall have authority to determine the course of action. This shall only occur in emergent circumstances, and any action(s) taken shall be tabled for review at the next meeting of The Management Committee.

Potential penalties

As well as the business reputation damage and risk of civil claim that may result from improperly managed exclusion programs, failure to take reasonable steps to prevent excluded person from entering or remaining in areas from which they are excluded could result in a maximum penalty of over \$33,000 for a licensee or over \$5,000 for another person e.g. staff member.

When investigating alleged exclusion contraventions, the Office of Liquor and Gaming Regulation (OLGR) will examine potential offences relating to the person contravening the self-exclusion order or exclusion direction, and the actions taken by the licensee or their staff to prevent and manage the contravention after it has been identified.

OLGR will examine the policies and procedures adopted by licensees to prevent the excluded patron from entering or remaining on the relevant licensed premises. An assessment will be undertaken to determine whether the policies were followed, and the preventative steps taken were reasonable. By implementing and following measures consistent with this guideline, the licensee and their staff will be taking reasonable steps, thereby meeting their legislative obligations. As well as minimising potential harm to their customers, this will protect them against potential penalties.

Resources

Geebung RSL understands the importance of being aware of any changes or updates to relevant legislation that affects our industry. The Clubs board encourages an open and transparent relationship with state regulatory bodies and will seek advice and council when making decisions around gaming compliance to ensure the ongoing effectiveness of this program. We provide regular compliance updates to all staff through training, staff meetings and memos, as part of their ongoing professional development.

The Club also appreciates we are part of a wider community and industry, and we must be an active and constructive member of industry and community initiatives. To enable us to do this we subscribe to industry publications, join professional associations and liaise with local community groups such as liquor accords.

Government Resources Links

<https://www.publications.qld.gov.au/dataset/gaming-licensing-and-compliance-forms>

<https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/gaming/harm-minimisation>

<https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/compliance/checklists>

<https://www.publications.qld.gov.au/dataset/gambling-self-exclusion-forms>

The Business Subscriptions

- Inside Liquor and Gaming - Office of Liquor and Gaming Regulation QLD
- Club Insight – Clubs QLD
- Clubs & Pubs Manager QLD

The Business Industry Partnerships

- Club Managers Association
- Clubs Queensland
- RSL & Services Clubs Association

Appendices

Appendix 1 – Rules Ancillary to Gaming

Department of Justice and Attorney-General

Information sheet

Rules ancillary to gaming

Gaming Machine Act 1991 - section 236 (Schedule 3 of the Regulation)

1. A person under the age of 18 years must not play a gaming machine.
2. A gaming employee may determine that 1 (one) gaming machine only may be played by a person at the same time.
3. A gaming machine may be reserved by a person without play for a maximum period of 3 minutes.
4. No person, other than a person permitted under the Act, is to touch an internal part of a gaming machine.
5. A gaming employee must refuse to pay a cancelled credit or jackpot if he or she believes on reasonable grounds that:
 - a. the gaming machine credits were not accumulated, or the winning combination was not obtained, during permitted hours of gaming under section 235 of the Act; or
 - b. the person claiming the cancelled credit or jackpot payout is not the person entitled to the payment or a person acting on behalf of that person; or
 - c. the Act has been contravened by the person claiming the cancelled credit or jackpot payout.
6. If, under 5, a gaming employee refuses to make a payment, the gaming employee must as soon as practicable submit a report to the chief executive.
7.
 - (1) This item prescribes, for section 242(2)(b) of the Act, the way a licensee must make a payment to a player for a cancelled credit or jackpot payout.
 - (2) If the payment is more than the cash limit for the relevant licensed premises, the licensee must make the payment by:
 - (a) if requested by the player
 - (i) paying
 - A. an amount that is less than the cash limit using Australian currency or, if the licensee and player agree, an agreed alternative way; and
 - B. the balance of the payment using a cheque or, if the licensee and the player agree, electronic funds transfer; or
 - (ii) making the entire payment using a cheque or, if the licensee and player agree, electronic funds transfer; or
 - (b) otherwise paying
 - (i) an amount equal to the cash limit using Australian currency or, if the licensee and player agree, an agreed alternative way; and
 - (ii) the balance of the payment using a cheque or, if the licensee and player agree, electronic funds transfer.



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- (3) If the payment is less than cash limit for the relevant licensed premises, the licensee must make the entire payment using Australian currency or, if the licensee and player agree, an agreed alternative way.
- (4) For subitems (2) and (3), the cash limit for the relevant licensed premises is the amount, of not more than \$5,000, stated by the licensee in a document that is displayed adjacent to, and in the same way as, the rules ancillary to gaming for the licensed premises.
- (5) If the licensee pays an amount to the player under this item using Australian currency, the licensee must ensure the amount is paid when the player claims the payment.
- (6) If the licensee pays an amount to the player under this item using a cheque, the licensee must ensure the cheque is given to the player or posted to the player's address within 24 hours after the player claims the payment.
- (7) Subitem (8) applies if:
 - a. the licensee makes a payment to the player under subitem (2); and
 - b. the amount by which the payment exceeds the cash limit for the relevant licensed premises is paid using electronic funds transfer.
- (8) The licensee must make the electronic funds transfer in a way that the amount is not available to the player until after the gaming period for the relevant licensed premises ends.
- (9) In this item, **agreed alternative way** means:
 - a. non-currency gaming tokens; or
 - b. cheque; or
 - c. electronic funds transfer; or
 - d. a combination of any of the methods mentioned in paragraphs (a) to (c); or
 - e. a combination of Australian currency and any of the methods mentioned in paragraphs (a) to (c).

gaming period, for a licensed premises, means the hours of gaming fixed for the premises by the Commissioner.

non-currency gaming tokens means any gaming tokens other than Australian currency.

relevant licensed premises, for a payment, means the licensed premises in which a player becomes entitled to the payment.

Office of Liquor and Gaming Regulation

- www.business.qld.gov.au/liquor-gaming
- gamingcompliance@justice.qld.gov.au
- 13 QGOV (13 74 68)

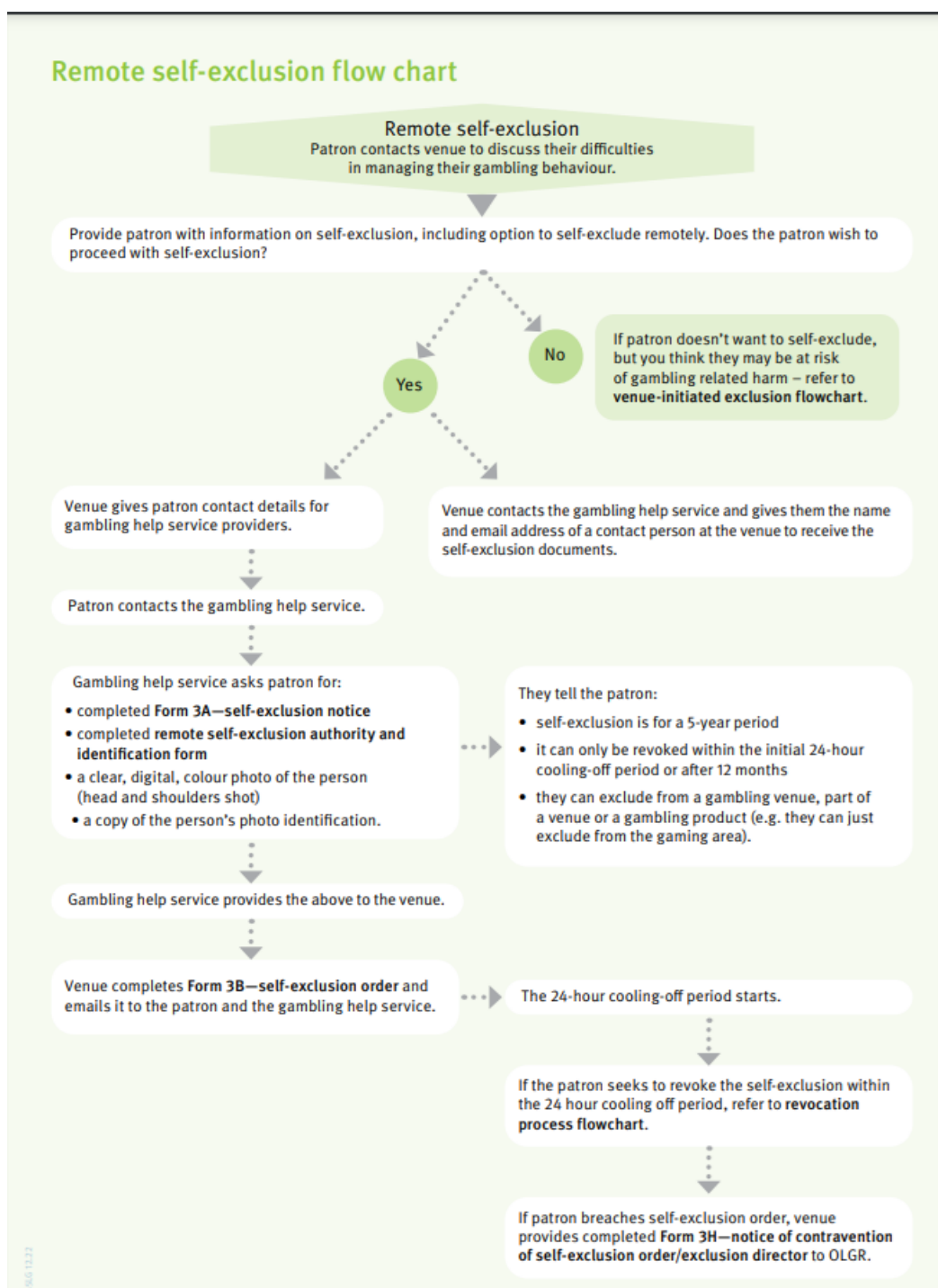


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Appendix 2 - Odds of winning

Chances of Winning	
Prize Value More than \$500 \$200 to \$499 \$100 to \$199 \$50 to \$99 \$20 to \$49 \$10 to \$19 \$5 to \$9 \$1 to \$4	Chance of the prize happening on a single play line (including scatters) 1 chance in: 10,198 2,669 1,458 450 246 106 53 10
Prize type by symbol combination Highest prize combination 5 of a kind 4 of a kind 3 of a kind 2 of a kind 1 of a kind	Chance of the combination happening on a single play line 1 chance in: 9,765,625 4,784 490 45 9
Overall chances on a single play line Chance of ANY prize 1 in 8 Chance of NO prize 7 in 8	
Caution All the valuables are averages. It is likely that significant variations to these will happen during any session of play. If the machines you are playing is a linked machine, the chances of a prize or combination occurring will be different to those above (but can only be better).	

Appendix 3 – Remote self-exclusions guide for Gambling Help Services & Remote self-exclusion flow chart.



Step by step remote self-exclusions guide for Gambling Help Services

This guide outlines the process a Gambling Help Service (GHS) should follow to assist a person to self-exclude from a venue, without the person physically attending the venue.

This process can be used at any time, including prior to gaming venues reopening after COVID-19 business closures.

STEP 1 Initial discussion and information gathering

- Explain to the person that self-exclusion is for a **5-year period** and can only be revoked within the initial **24-hour cooling-off period** or **after 12 months** if the person completes **Form 3C Revocation notice: self-exclusion order**
- A person can exclude from a gambling venue, part of a venue or gambling product (e.g. they can just exclude from the gaming area)
- Ask the person to complete the **Remote self-exclusion authority and identification form**
- Take a clear digital colour photo of the person (head and shoulders shot)
- Take a copy of the person's photo identification

STEP 2 Complete Form 3A Self-exclusion notice

- Complete the person's details on page 2 of **Form 3A Self-exclusion notice**. Include email address for patron and GHS
- Ask the person to sign and date form as the witness
- GHS representative to print name as the witness
- GHS representative to photocopy **Form 3A** the required number of times (i.e. no. of venues nominated) and complete page 1 with the individual venue name/s
- Where the person wants to exclude from multiple venues, these should generally be close to the person's home or workplace. No more than 30 venues should be included as having a large number of exclusions can adversely impact the effectiveness of a manual identification system

STEP 3 Send the Form 3A Self-exclusion notice and related documents to the venue/s

- Contact the relevant venue/s to confirm their email address and contact person to receive **Form 3A Self-exclusion notice**
(Please note: for TAB agencies, remote self-exclusion notices should be sent to RGWagering@tabcorp.com.au and will be processed by Tabcorp's Responsible Gambling team)
- Email the **Form 3A, Remote self-exclusion authority and identification form**, electronic copy of the digital colour photo and copy of the person's photo ID to the venue/s
- Title the email: **"URGENT - NEW REMOTE SELF-EXCLUSION NOTICE"**
- In the body of the email state that the completed **Form 3B Self-exclusion order** is to be emailed to the person and the GHS
- The venue/s must send the person the completed **Form 3B Self-exclusion order** promptly
- The 24-hour cooling-off period begins when the venue sends back the **Form 3B Self-exclusion order** to the person and GHS
- Provide a copy of **Form 3B Self-exclusion order** to the person if required
- GHS is to keep a copy of all forms and documents for their records

Gamblinghelp

gamblinghelpqld.org.au

SEE OVER
FOR A SAMPLE
COMPLETED
FORM 3A

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SAMPLE
FORM
3A

Form 3A
Self-exclusion notice
Office of Liquor and Gaming Regulation (OLGR)

Office use only
Self exclusion notice received by:
May Manager
Positive name: **CLD**
Location: **Big Green Tavern**
Date: **1 0 0 5 2 0**

Venue to complete
Name of venue: **Big Green Tavern**
Date of completion: **1 0 0 5 2 0**

Tick the applicable box
☐ Casino operator under the Casino Control Act 1987
☒ Licensed under the Gaming Machine Act 1991
☒ Agent under the Race Act 1994
☒ General operator (e.g. WINTRM Limited or TAB agent) under the Wagering Act 1999

Instructions
Please complete in BLOCK letters. If you need help completing this form, visit our website www.barcents.qld.gov.au/gaming or contact the Office of Liquor and Gaming Regulation (OLGR) on 13 20 13 74 40.

Notes to be completed by gaming/wagering provider/operator:
The original is to be kept on file at the premises. Do not send to OLGR unless requested.

To the gaming/wagering provider/operator at:
Big Green Tavern

I ask that you prohibit me from: (house on option and tick as applicable)
☐ entering or remaining in: (to print)
Big Green Tavern
(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)

or
☒ entering or remaining in, or
☒ entering or remaining in a gaming machine area/s on the following licensed premises:
Big Green Tavern
(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)

☐ taking part in hero gaming at, or
☐ entering or remaining in the following approved place/s of operation for hero gaming: (to print/initial/initial/TAB)
(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)

☐ taking part in approved wagering at, or
☐ entering or remaining in the following approved place/s of operation for approved wagering: (to print/initial/initial/TAB)
(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)

Form 3A - 10 - effective July 2015 Page 1 of 2

Patron's details
Family name: **Citizen**
Given name: **Jon**
Aliases: **N/A**
Date of birth: **0 1 0 1 7 0**
Address: **99 Maine Street, Town Square, QLD**
Postcode: **4555**
Phone no (Business):
Phone no (Private): **0409 999 999**
Mobile: **0409 999 999**
Email: **jon@citizen.com.au / GHS office email address**

I am asking for this exclusion for the following reasons:
I no longer wish to gamble

Provision of recent photo
If the self-exclusion relates to a casino, this notice must be accompanied by a recent photo as required by S3(2)(d) of the Casino Control Act 1987. The venue operator will usually arrange for this photo to be taken.
If the gaming/wagering provider/operator requests a photo to confirm your identity, you must provide a recent photo.

Recent photo provided: Yes ☒ No ☐

Signature of patron:
Date: **1 0 0 5 2 0**

Signature of witness:
Date: **1 0 0 5 2 0**

Notes: Witness must be gaming/wagering provider/operator or a person nominated by the patron.
Name of witness (please print): **GHS representative to print name (e.g. Ian - GHS Logan)**

Form 3A - 10 - effective July 2015 Page 2 of 2

Gamblinghelp

gamblinghelpqld.org.au

Appendix 4 – Gambling Record of Conversation

Responsible Service of Gaming Record

First Name:		Surname:	
Position:		Time:	☐ AM ☐ PM
EGM Number:		Date	

Patron Involved

PATRON IS KNOWN:	
Full Name:	
Membership #:	
Address:	
Phone:	
Email:	
Additional Details:	
PATRON IS UNKNOWN:	
Physical Description:	
Additional Details:	

Observations

Early or Possible Signs (please tick)

☐ Changes large notes before gambling	☐ Gambles on two or more machines at once
☐ Complaints to staff or blames venue or machines for losing.	☐ Has run out of money when leaving the venue.
☐ Gambles most days OR visits have increased.	☐ Has rituals or superstitious behaviours when gambling.
☐ Rummages in purse or wallet for small change to gamble.	☐ Rushes from one machine to another to play.
☐ Gambles for 3 hours or more continuously.	☐ Stays on to gamble after when friends or family leave.

Probable Signs (please tick)

☐ Avoids cashier and only uses cash facilities.	☐ EFTPOS or ATM facilities repeatedly declined.
☐ Obtains cash from ATM on multiple occasions.	☐ Leaves the venue to find money to continue to gamble.
☐ Finds it hard to stop gambling at closing time.	☐ Puts large wins back into gaming machines.
☐ Gambles through mealtimes.	☐ Aggression towards gaming machines.
☐ Increased visitation.	☐ Other:

Serious Signs (please tick)

☐ Conceals presence at venue (not answer calls etc).	☐ Friends or family raise concerns about their gambling.
☐ Gambles for long periods (3 hours or more continuously).	☐ Is angry or aggressive towards staff or customers.
☐ Leaves children unattended.	☐ Shows obvious signs of distress (crying, shaking, upset)
☐ Significant decline in personal grooming/appearance.	☐ Advises staff that gambling is causing their problems.
☐ Attempts to borrow money from customers or staff.	☐ Other:

Record of Conversation (between staff and patron)

Actions Taken (please tick accordingly)

☐ Conducted Self-Exclusion	☐ Conducted Venue Initiated Exclusion
☐ Given resources pack to patron	☐ Given responsible gambling program brochures.
☐ Gaming machines facts and myths handout.	☐ Continue to monitor patron.
☐ Other (please specify):	

Follow Up

Customer Liaison Officer Full Name:	
Date of Review:	

Actions Taken after review/follow up:

Additional Information:

Appendix 5 – Steps for approaching excluded patrons

When approaching an excluded patron, it is important to follow these steps to ensure compliance with legal requirements and to protect vulnerable patrons:

Identify the exclusion: Confirm the exclusion is in place and understand the reasons behind it.

Document the breach: Keep a record of the breach and any actions taken to address it.

Follow the exclusion process: Adhere to the established process for handling exclusions, which may include notifying the patron, providing support services, and ensuring compliance with legal requirements.

Monitor and support: Continuously monitor the patron's behavior and provide support services as needed to help them reintegrate into the gambling environment.

Revoke the exclusion: If the patron has completed the necessary steps and is no longer a risk, consider revoking the exclusion and providing them with the opportunity to re-enter the gambling area.

By following these steps, venues can ensure a **respectful and supportive approach** to excluded patrons, contributing to a safer gambling environment for all.

Appendix 6 – Consent to Monitor

Consent to monitor my gambling activities

Gambling provider name _____

Customer details

Customer's name _____

Address _____

City _____ State/Territory _____ Postcode _____

Membership no. (if applicable) _____ Phone no. _____

Consent to monitor

As a gambling provider, this hotel has a commitment to promoting responsible gambling under the *Queensland responsible gambling Code of Practice* (Code of Practice).

In view of the concerns brought to your attention, this hotel requests your consent to monitor your gambling activities in order to meet its obligations under the Code of Practice. This may consist of any or all of the following:

- the operational observations of staff performing their day-to-day venue duties
- information provided by a third party adjudged to have a close personal interest in your welfare
- recording and assessing the visitation rate/time spent at a gambling activity
- information concerning your gambling expenditure and/or personal details supplied to the gambling provider
- if a player account exists, assessing your average account depletion rate.

Customer declaration

I acknowledge that the venue has raised concerns about my gambling activities and I consent to the monitoring of my gambling activities as outlined above.

Customer signature _____ Date _____

Authorised person details

Name _____

Position (customer liaison officer/manager/other) _____

Signature _____ Date _____

Appendix 7 – Form 3G Register of Excluded persons

Form 3G

Register of excluded persons

Casino Control Act 1982 s. 100C • Gaming Machine Act 1991 s. 261J • Keno Act 1996 s. 154K • Wagering Act 1998 s. 216K • V3 2013



Queensland Government

Gaming/wagering provider/operator name:				Instructions Please complete in BLOCK letters. If you need help completing this form, visit our website www.business.qld.gov.au/liquor-gaming or contact the Office of Liquor and Gaming Regulation (OLGR) on 13 QGOV (13 74 68).				This register must be kept available on site premises for inspection by an inspector (s. 261J). Penalties apply. A copy is to be sent to OLGR (in conjunction with Form 3R Report on excluded persons) every six months. Specific requirements are detailed on Form 3R.			
Ref no.	Family name	DOB	Start date	Self-exclusion order/Exclusion direction	Referral to (Gambling Help Service provider)	Exclusion type ☐ Self exclusion ☐ Exclusion direction ☐ Prohibited area/place/activity	Revocations Date and outcome	Contravention of exclusion Date and time			
	Given name	M ☐ F ☐	Start time								
	Aliases (if known)	Postcode	Finish date								
	Photo requested Y ☐ N ☐	Photo received Y ☐ N ☐	Finish time								
☐ Casino Control Act 1982 ☐ Gaming Machine Act 1991 ☐ Keno Act 1996 ☐ Wagering Act 1998											
Ref no.	Family name	DOB	Start date	Self-exclusion order/Exclusion direction	Referral to (Gambling Help Service provider)	Exclusion type ☐ Self exclusion ☐ Exclusion direction ☐ Prohibited area/place/activity	Revocations Date and outcome	Contravention of exclusion Date and time			
	Given name	M ☐ F ☐	Start time								
	Aliases (if known)	Postcode	Finish date								
	Photo requested Y ☐ N ☐	Photo received Y ☐ N ☐	Finish time								
☐ Casino Control Act 1982 ☐ Gaming Machine Act 1991 ☐ Keno Act 1996 ☐ Wagering Act 1998											
Ref no.	Family name	DOB	Start date	Self-exclusion order/Exclusion direction	Referral to (Gambling Help Service provider)	Exclusion type ☐ Self exclusion ☐ Exclusion direction ☐ Prohibited area/place/activity	Revocations Date and outcome	Contravention of exclusion Date and time			
	Given name	M ☐ F ☐	Start time								
	Aliases (if known)	Postcode	Finish date								
	Photo requested Y ☐ N ☐	Photo received Y ☐ N ☐	Finish time								
☐ Casino Control Act 1982 ☐ Gaming Machine Act 1991 ☐ Keno Act 1996 ☐ Wagering Act 1998											
Ref no.	Family name	DOB	Start date	Self-exclusion order/Exclusion direction	Referral to (Gambling Help Service provider)	Exclusion type ☐ Self exclusion ☐ Exclusion direction ☐ Prohibited area/place/activity	Revocations Date and outcome	Contravention of exclusion Date and time			
	Given name	M ☐ F ☐	Start time								
	Aliases (if known)	Postcode	Finish date								
	Photo requested Y ☐ N ☐	Photo received Y ☐ N ☐	Finish time								
☐ Casino Control Act 1982 ☐ Gaming Machine Act 1991 ☐ Keno Act 1996 ☐ Wagering Act 1998											

OLGR is collecting this information in accordance with the Casino Control Act 1982, Gaming Machine Act 1991, Keno Act 1996 and Wagering Act 1998 which requires licensees and gaming nominees to return data relating to excluded persons within 14 days of the end of the reporting period.

Office of Liquor and Gaming Regulation

Page 1 of 1

Appendix 8 – Steps to handle and report contraventions.



Appendix 9 – Gaming related incident form.

Gambling-related incident report

Incident date _____ Incident time _____

Who reported the incident/made complaint? (record as many details as possible)

Name _____ Phone _____

Address _____

City _____ State/Territory _____ Postcode _____

Email _____

Incident/complaint details (attach additional pages if required)

Action taken to resolve incident/complaint (attach additional pages if required)

Follow-up action, e.g. advice to patron, etc. (attach additional pages if required)

Staff details

Staff member name to whom the incident was reported/complaint was made

Customer liaison officer details

Name _____

Signature _____ Date _____

Appendix 10 – Privacy & Data Governance Policy.



ABN 33 676 754 072

Privacy & Data Governance Policy

Cyber Security Officer
Drafted by
Date of Approval
Version Control Date

Chief Executive Officer - Greg Hurley
Healy IT
20/6/2022
1/1/2025

Introduction

Geebung RSL is committed to protecting the privacy and data of its customers, employees, and partners. This Privacy & Data Governance Policy outlines our approach to collecting, storing, and using personal and sensitive data, as well as our commitment to maintaining data security. This policy is designed to ensure compliance with data protection laws.

Data Collection

Data Collection Purpose: We collect data for legitimate business purposes, including customer service, order processing, and marketing. We will inform individuals why we collect their data and obtain their consent when necessary.

Types of Data Collected: We collect personal and sensitive data, such as names, addresses, contact information, financial data, and other information necessary for our business operations.

Data Minimization: We only collect data that is necessary for the intended purpose. We do not collect excessive or irrelevant data.

Data Storage and Collection

Data Security: We maintain appropriate security measures to protect data from unauthorized access, disclosure, alteration, and destruction.

Data Access Control: Access to data is restricted to authorized personnel who require access for business operations.

Data Retention: We retain data only for as long as necessary to fulfill the purposes for which it was collected or as required by law.

Data Sharing

Third-Party Sharing: We may share data with third-party service providers who assist in our business operations. These providers are contractually bound to maintain data security and comply with relevant privacy laws.

Sharing with Consent: We will obtain explicit consent before sharing data with any third party for purposes other than those for which it was originally collected.

Data Privacy Rights

Access and Correction: Individuals have the right to access their personal data held by Geebung RSL and to request corrections if the data is inaccurate.

Data Deletion: Individuals have the right to request the deletion of their personal data when it is no longer necessary for the purposes for which it was collected.

Data Breach Response

In the event of a data breach, Geebung RSL will notify affected individuals, regulatory authorities, and other relevant stakeholders in accordance with applicable laws and regulations.

Employee Training

Employees will be educated in data privacy and security best practices to ensure compliance with this policy.

All employees are required to comply with this Privacy & Data Governance Policy to maintain our eligibility for Cyber Insurance.

Contact

For any inquiries, requests or concerns please contact the company cyber security officer.

By adhering to this Privacy & Data Governance Policy, Geebung RSL is dedicated to safeguarding the privacy and security of personal and sensitive data.

This policy is an integral component of our commitment to maintaining data integrity and security for the benefit of our customers and business operations.

Policy Contact Details:

Greg Hurley

Greg Hurley
Chief Executive Officer / Cyber Security Officer
Geebung RSL

ceo@geebungrsl.com.au
(07) 3265 3711
0419 026 483
PO Box 22 Geebung QLD 4034

Appendix 11 – Financial Transaction Policy.

Financial Transaction Policy- GEEBUNG RSL

1. ATMs and EFTPOS

- (a) ATMs are located as far as practicable from designated gambling areas.
- (b) ATMs only have deposit and debit account facilities.
- (c) No cash out is available at EFTPOS terminals in or near gaming areas.

2. Credit

- (a) Providing credit to gamble is illegal and will not be extended under any circumstances.
- (b) Credit transactions are allowed only for the purchase of non gambling-related goods and services. information.

3. Cashing of Cheques

The club retains the right to refuse cashing a cheque.

The club will cash the following cheques only by prior arrangement:

- (a) cheques not made payable to the venue;
- (b) cheques not made payable to the person presenting the cheque; and
- (c) multiple cheques.

The club will not cash prize-winning cheques until the next trading day.

4. Payments of Prize Winnings

The following cash payout limits apply:

- Gaming machines: \$5000
- Keno: \$5000 (this is the approved limit set by Keno)

The club will provide a choice of payouts. If the winning amount is greater than the cash payment limit for the club:

- the club will pay either the whole amount by cheque or EFT, or
- pay partly in cash up to the maximum cash payout limit with the balance of the payout paid by cheque or EFT

Payments made by EFT will not be available until the next trading day.

Definitions

Application for self-exclusion	A document executed by an individual by which the person prohibits themselves from specific gambling products, services or gambling areas of particular gambling providers.
Charitable and non-profit activities	Includes bingo, Calcutta sweeps, lucky envelopes, promotional games and art unions (such as silver circles, football doubles, sweeps, cent auctions and lucky door prizes).
Credit betting	The provision of credit or the lending of monies by a gambling provider for the purpose of gambling.
Exclusion	A prohibition against a person from specific gambling products, services or gambling areas of particular gambling providers. Under legislation, all gambling providers (with the exception of lotteries, bingo, and charitable and not-for-profit gambling providers) are responsible for actively enforcing exclusion procedures with customers
Exclusion Direction	Otherwise known as a venue-initiated exclusion, it is issued by a gambling provider and prohibits an individual from specific gambling products, services or gambling areas.
Electronic Gaming Machines (EGMs)	Refers to gaming machines as defined by the <i>Gaming Machine Act 1991</i> .
Gambling	Gambling involves staking money on uncertain events driven by chance or a combination of chance and skill. The major forms of gambling are wagering and gaming.
Gambling areas	Areas in which authorised gambling products or services are provided.
Gambling product/ service	Any gambling activity or scheme authorised under a gaming or wagering Act.
Gambling providers	Gambling providers that conduct legal forms of gambling, including electronic gaming machines (pokies), casino table games, wagering, interactive gambling, lotteries, keno and minor gaming.
Gaming	All legal forms of gambling other than wagering. Gaming includes electronic gaming machines (pokies), casino table games, interactive gambling, lotteries, keno and minor gaming.
Gaming product	A gaming product is defined under s. 110 of the <i>Charitable and Non-Profit Gaming Act 1999</i>
Gambling Harms	Refers to any and all harms experienced as a result of gambling, including monetary loss, mental health and wellbeing, relationships, work and social outcomes.
Gambling Losses	Refer to monies lost through gambling such as Electronic Gaming Machines and other gambling activities.
Irresponsible trading practice	The offering of an inappropriate enticement or inducement to customers, that is in conflict with the objective of maximising responsible gambling and minimising problem gambling.
Liquor	Liquor is defined under s. 4B of the <i>Liquor Act 1992</i> .
Minor gaming	Encompasses charitable and non-profit gaming, including art unions, bingo, lucky envelopes, raffles and the like.
Odds	The likelihood of a particular outcome or event occurring

Problem gambling	Problem gambling is characterised by difficulties in limiting money and/or time spent on gambling which leads to adverse consequences for the gambler, others, or for the community.
People harmed by Gambling	Terminology shift from “Problem Gambler” to refer to people experiencing harm as a result of gambling, to recognise responsibility of gambling industry.
Responsible gambling	Responsible gambling is the provision of safe, socially responsible and supportive gambling environments where the potential for harm associated with gambling is minimised and people can make informed decisions about their participation in gambling. It occurs as a result of the collective actions and shared ownership of individuals, communities, the gambling industry and government
Return to player	Return to player (RTP) is the theoretical percentage obtained by dividing the sum of prizes from all possible game outcomes by the sum of all bets.
Self-exclusion	A prohibition from specific gambling products, services or gambling areas of particular gambling providers sought by an individual against themselves.
Safer Gambling	Shift from “Responsible Gambling” to include responsibility of gambling industry policies and protocols in implementing protective factors.
Unduly intoxicated	The <i>Liquor Act 1992</i> s.9A provides that a person may be taken to be unduly intoxicated if— a. the person’s speech, balance, coordination or behaviour is noticeably affected; and b. there are reasonable grounds for believing the affected speech, balance, coordination or behaviour is the result of the consumption of liquor, drugs or another intoxicating substance.
Wagering	Placing a bet on the outcome of racing, sport or other events covered by totalisators or licensed bookmakers.
Winnings	The amount of money won on a gambling product or service.

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Greg Hurley

Greg Hurley
Chief Executive Officer
Geebung RSL

31 October 2025