



THE CONCORD COMMUNITY CLUB

C/-The Croatian Club Ltd ABN 89 000 412 331

1 Nullawarra Avenue, Concord NSW 2137

Phone: (02) 9708 4699

Email: info@theconcord.com.au

Website: www.theconcord.com.au

GAMING PLAN OF MANAGEMENT

1 GENERAL INFORMATION

- (a) The Croatian Club Ltd operates The Concord Community Club (**Club**).
- (b) The Club has adopted this Gaming Plan of Management (**GPOM**) to not only meet, but exceed, its legislative obligations, and to provide the highest level of duty-of-care to patrons. The GPOM serves to provide, in good faith, guiding principles for the day-to-day self-regulation and management of gaming and wagering operations of the Club's licensed premises, at the discretion of the Club's Board of Directors and the Club Secretary, underpinning the Club Liquor Licence authorities and conditions and responsible conduct of gambling principles.
- (c) The GPOM is a document that may from time-to-time be adjusted or involve updating contents or modification of information to suit to ensure the contemporaneous nature of it and where necessary in consultation with the Burwood Police Local Area Command.
- (d) The GPOM should not be interpreted as a mandatory set of additional multi-layered conditions on the Club Licence that obviates the reasonable use of discretion as operational circumstances necessitate. It will serve as a memorandum for Club Management and staff in delivering service and safety to Club members, visitors, and staff.
- (e) The GPOM provides an overview of the licensed premises mandatory and voluntary operational, management and compliance strategies to ensure effective implementation and compliance with the provisions of the *Gaming Machines Act 2001* (Cth) and *Gaming Machines Regulation 2019* (NSW), *Registered Clubs Act 1976* (NSW) and *Registered Clubs Regulation 2015* (NSW), and the Independent Liquor & Gaming Authority (**ILGA**) guidelines, and conditions of the Club Licence as they relate to the responsible service of gaming and wagering.
- (f) The GPOM identifies key venue management functions responsible for assuring the responsible service of gambling activities and harm minimisation strategies adopted by the Club to ensure the safety and well-being of patrons, staff, and the community.
- (g) The Club is a member of the ClubSAFE program. The ClubSAFE program is the leading responsible gambling program in New South Wales, which assists clubs with following a best practice approach. ClubSAFE provides ongoing support and assistance to the Club, in addition to its patrons, family members and staff which may be negatively effected by any gambling services.

2 PURPOSE AND INTENT

- (a) The Club voluntarily adopts the framework of Liquor and Gaming NSW's advocated GPOM so as to:
 - (i) ensure compliance with the authorisations and conditions of the Club's Liquor Licence;
 - (ii) mitigate the potential for harm that may be caused by gambling to individuals, their families, and the community that may evolve from non-compliance with registered club legislation, regulations, and conditions of the Liquor Licence;

- (iii) 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;
- (iv) identify at a high level a system of mandatory and voluntary RCG related policy and procedures available to employees to ensure compliance and effective and appropriate responses to RCG related incidents to guide and train staff members and to assist in identifying gaps in Club operations; and
- (v) to effectively demonstrate the commitment of the Club's Board of Directors, the Secretary / Approved Manager, and staff to the ideals of RCG and harm minimisation.

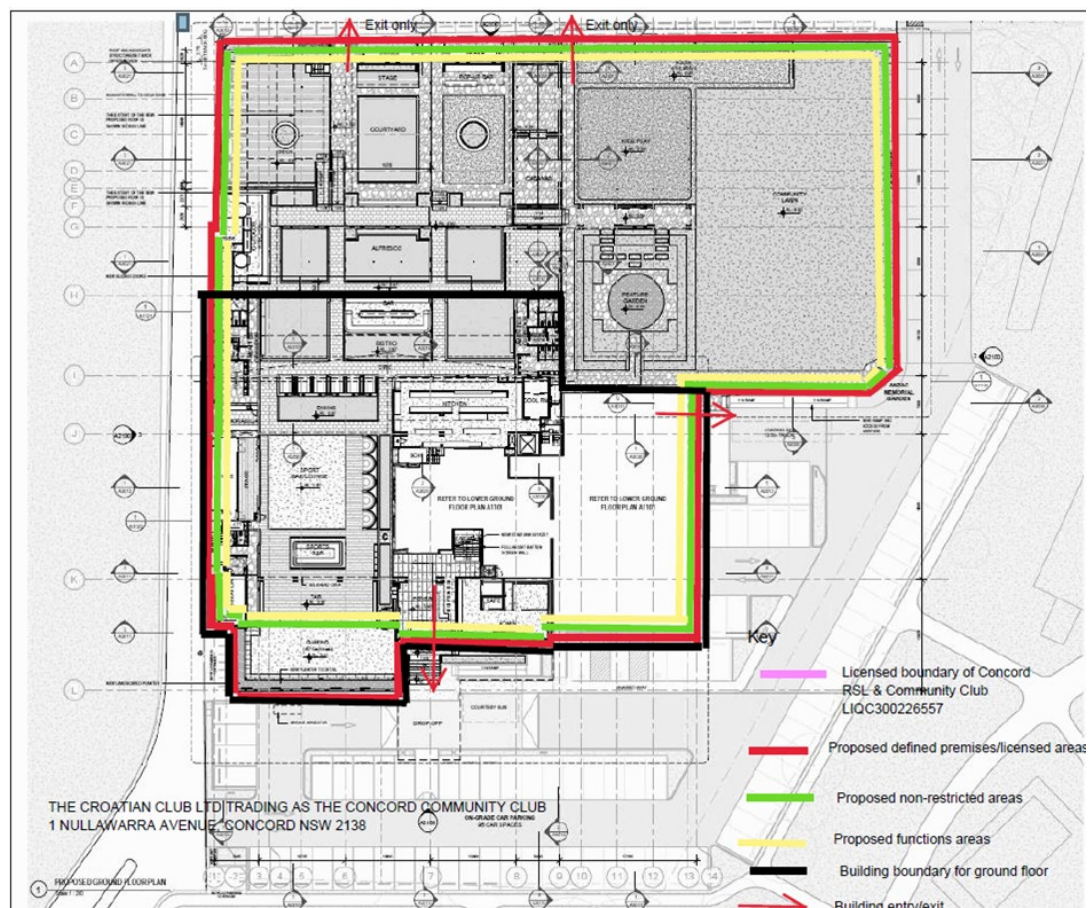
3 KEY INFORMATION

(a) LIQUOR LICENCE

A copy of the Club's Liquor Licence and Conditions is maintained within the Club's Compliance Folders located in Operations Office & Club Managers Office.

(b) VENUE FLOOR PLAN

- (i) The currently approved floor plan is also maintained in the Compliance Folders.
- (ii) Non-restricted area authorisation: Whole of the licensed area ground floor excluding the gaming areas. First floor in its entirety.
- (iii) See excerpt of current floor plan below:



(c) LICENSEE

The Croatian Club Ltd	
Licence Number	LIQC330019641
ABN	89 000 412 331
Address	1 Nullawarra Avenue, Concord NSW 2137
Venue telephone number	(02) 9708 4699
Email	info@theconcord.com.au
Website	www.theconcord.com.au

(d) KEY STAFF

Secretary CEO – Approved Manager	
Name	Zelka Pierce
Address	1 Nullawarra Avenue, Concord NSW 2137
E-mail	generalmanager@theconcord.com.au
Mobile telephone	
RSA & RCG Competency Card No Expiry	CCH10409390 Expiry: 17/06/2029

(e) RESPONSIBLE GAMING MANAGER/SUPERVISOR

- (i) The Licensee shall ensure that one Responsible Gambling Manager/Supervisor, being a dedicated staff member who holds a current RCG certificate, is on duty and monitoring the gaming machines of the venue whenever gaming machines are operating.
- (ii) The Responsible Gambling Manager/Supervisor's primary duties are to:
 - (A) maintain the gambling incident register;
 - (B) make reasonable efforts to identify gaming machine players who display or engage in problematic gambling behaviour;
 - (C) if any gaming machine player displays or engages in multiple problematic gambling behaviour, during a single trading day, then the Manager/Supervisor must (at least once during that trading day):
 - (I) request that the player take a break from gaming machine play until the close of trade on that day or night (noting that a player who complies with a request to take a break may remain on the premises and consume other goods and services);
 - (II) provide information about the self-exclusion scheme offered at the premises (and ask whether the player wishes to participate in that scheme; and
 - (III) provide information about and access to problem gambling counselling.

4 GAMING MACHINE SHUTDOWN HOURS

- (a) The Club's gaming machines shut down hours are 4.00am to 10.00am each day.

- (b) The gaming machines will be shut down to ensure they cannot be played during this period that has been applied to the Club's licence. No free gaming credits will be provided to any patrons. Staff are encouraged to regularly engage with patrons. This time will also be used to conduct further checks to determine whether any signs of at risk or problem gambling are being exhibited. In the event that an issue is detected, staff members will report to and provide feedback to the Responsible Gambling Officer.

5 GAMBLING INCIDENT REGISTER

- (a) A Gambling Incident Register will be adopted and kept by the Club. Staff are to ensure any complaints received from a patron concerning the operation of any form of gaming at the Club is recorded in the Register on the receipt of the complaint (and to be entered no later than end of the shift the complaint is received).
- (b) The following details are to be obtained from the person making a complaint:
 - (i) Name;
 - (ii) Address;
 - (iii) Full details of complaint and the remedies the person requests;
 - (iv) Time and date complaint; and
 - (v) The details of the staff member accepting the complaint must also be recorded.
- (c) On receipt of a complaint, the staff member must record this complaint within the Register. The complaint is to be brought to the attention of the Responsible Gambling Manager/Supervisor prior to the end of the staff member's rostered shift, who will report this incident to the Duty Manager.
- (d) Complaints will be investigated by the Duty Manager in a timely manner to ascertain the veracity of the complaint, determine what if any amendments are to be made to the operation of the Club to ensure that further complaints are not experienced.

6 SIGNS OF PROBLEM GAMBLING

- (a) Some of the signs of problem gambling are listed below. Staff are to remain vigilant in detecting any of the indicators mentioned below whilst on duty. If uncertain whether a patron is exhibiting any of the indicia of problem gambling, staff member is encouraged to contact and speak to the duty manager and/or the Responsible Gambling Manager/Supervisor.
 - (i) Patron gambles for long periods without a break.
 - (ii) Showing signs of distress.
 - (iii) Aggressive behaviour.
 - (iv) Significant increase in spending pattern.
 - (v) Has run out of money when leaving the venue.
 - (vi) Leaving children unattended.
 - (vii) Complains to staff about losing or blames venue/staff for losing money.
 - (viii) Breaches of self-exclusions by patrons.
 - (ix) AML/CTF related issues.

- (x) Soliciting monies.
- (b) Patrons exhibiting some of the above signs of problem gambling may be provided with the information of the Club's problem gambling service as detailed in part 10 of this GPOM.

7 HARM MINIMISATION MEASURES

- (a) The Licensee/ Secretary and staff acknowledge that while most people 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 by setting a limit and sticking to that limit.

(b) LEGAL REQUIREMENTS

1.	Venue gambling signage and information, and internal self-audit strategies	Gambling contact cards on machine banks have cards on every machine. Other signage displayed as required by legislation. Self-audits are carried out quarterly and reported to the Board of Directors.
2.	Procedure for assisting patrons with accessing self- exclusion schemes and counselling services	Club Manager/Supervisors always available during trading hours to facilitate self-exclusion of patrons and help making contact with counselling services
3.	Controls around gaming related advertising	no gaming related advertising on any club advertising platforms that can be seen outside the club venue. Checks on advertising material are carried out by different people to ensure legislation is being adhered to before being distributed to the public.
4.	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. The Club imposes a limit on the amount of any prize or accumulated credits that is 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 paid in cash 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 where

		that is requested by the prize-winner and agreed to by the Club within 48 hours of the request.
5.	Staff training and qualifications	All staff involved in the conduct of gambling must hold a current recognised RCG certification. Staff will undergo RCG training and refresher courses on a regular basis as appropriate. The GPOM will be shared with all staff.
6.	Plan updates and review strategies	The GPOM and strategies will be reviewed annually or when a change to policy/procedure is implemented. Once updated, the new GPOM will be shared with Burwood Police for feedback, and will then be submitted to the Authority for approval.

(c) FOUNDATIONAL REQUIREMENTS

1.	Regular in-house training and refreshes on policies and procedures	Staff will undergo regular training on the policies and procedures as well as training if/when a policy or procedure is introduced.
2.	Have a strong presence of supervisors in gaming room	The Club Managers are encouraged to walk throughout the gaming floor on a regular basis ensuring the safety and well-being of patrons.
3.	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.
4.	Display information about local support services in strategic locations	Signage about local support services will be displayed in bathroom signage holders and on in house TV screens on a loop with other advertisements.
5.	Promote gambling awareness campaigns in your venue and marketing	Promotion of gambling awareness campaigns will be displayed in bathroom signage holders and on in-house TV screens on a loop with other advertisements. These campaigns will also be shared with the staff in communications sent to them.
6.	Initiate self-exclusion when requested regardless of the day or time.	Self-exclusion can be done at any time of the day by the Club Manager. There is a Club Manager/Supervisor present

		at all times during trading hours.
7.	Have strong systems for staff to familiarise themselves with photos of self-excluded patrons	A folder with photos of all current self-excluded patrons is available for viewing by the staff. A register will be implemented to sign off the sighting of the folder for each staff member
8.	Include responsible gambling messages on your website and in newsletters and loyalty program marketing provide information on how to make a complaint about RCG	The Clubs website along with any marketing of promotions to patrons whether gaming related or not will include responsible gambling messages. This message will also provide information on how to make a complaint about RCG practices.

(d) INTERMEDIATE MEASURES

1.	Training/resources on the signs of risky, problematic gambling behaviour	The identification of signs of potentially risky and problematic gambling behaviour will be part of the regular training for staff.
2.	Provide feedback on the actions taken by managers or supervisors when an issue is reported	Weekly Club Manager and Supervisor meetings are attended by Club Managers where issues and problems are discussed, and feedback given. Feedback regarding issues that have been reported will be addressed in these weekly meetings.
3.	Maintain a Gambling Incident Register to record RCG related incidents and the actions taken to address them	A Gambling Incident Register will be setup to record RCG incidents and the actions taken to address them. Once completed, the register record will be emailed to all Club Managers, the Gaming Department & Executive Management Team. Club employees will update the register as incidents arise.
4.	Promote local support services in direct marketing to patrons and members	The Club is community focused and will include in any promotional marketing, the promotion of local support services.
5.	Proactively talk to patrons about self-exclusions during welfare checks	During any welfare check Club Managers/Supervisors will suggest self-exclusions if they feel it is in the best interest of the patron to do so.
6.	Have a robust customer complaint policy in place with specific arrangements for RCG related	Like any complaint the Club receives, there is a process in the handling of the complaint and the actions taken during

	complaints	all stages of the complaint investigation/resolutions
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(e) ADVANCED MEASURES

1.	Communication skills training to support staff to approach patrons identified as at risk	Internal training will be given to staff on how to approach patrons identified as at risk. This training will be given by the Gambling Contact Officer and HR Department and will be mostly role playing, mimicking different scenarios and how to handle them.
2.	Have structured systems for staff to do welfare checks, encourage breaks in play and suggest alternatives to gambling available in the venue or beyond.	The Club Manager/Supervisor can use the staff and gaming system to determine if a patron has been playing a gaming machine for an extended period. Where the Club Manager/Supervisor finds that a patron has been playing for an extended period, they will conduct a welfare check to gauge the patron's mood, stress level and assertiveness. In this welfare check, the Club Manager/Supervisor may suggest that the patron takes a break by partaking in other non-gambling events available in the venue. Where the patron is showing signs of distress, the Club Manager/Supervisor will offer assistance by way of further encouraging a break in play or by discussing potential exclusion options or counselling and support services.
3.	Recognise staff who demonstrate a commitment to harm minimisation	Staff will be recognised through a rewards system for those who demonstrate a commitment to harm minimisation
4.	Appoint dedicated staff (e.g., a responsible gaming manager or supervisor to provide specialist support to staff and patrons)	A gambling contact officer will be appointed who has undergone advanced RCG training. The gambling contact officer will be the point of contact for staff and patrons and will ensure the Club is doing all it can through its systems and procedures to minimise harm brought upon by the problem gambling.

(f) The staff will be instructed to take initiative to implement harm minimisation at the Club to ensure that patron's welfare is maintained. Welfare checks will be undertaken by staff

members on patrons exhibiting any sign of at-risk behaviour and encouraged to have a break in play or use alternative facilities provided by the Club.

- (g) The club will not offer to patrons any incentive to gamble at the Club through providing free credits. Staff are instructed to ensure that patron welfare is the utmost importance though the conduct of any gambling activity within the Club.
- (h) At all times the Club is open, a responsible Gambling Manager/Supervisor will be responsible for the support to the staff members for the operation of the gambling facilities at the Club, which incorporates the gaming machines, Keno and TAB. This will result in a Responsible Gambling Manager/Supervisor being appointed to overview the operations of the Club's gaming machines.

8 RSA & RCG CARDS REGISTER

- (a) All staff are required when on duty to have available for production their RSA and RCG cards when requested.
- (b) Regular checks are made by Operations Team and Club Managers to ensure this is occurring.

9 MINORS – PREVENTING UNDERAGED GAMBLING & UNACCOMPANIED MINORS

- (a) All staff will comply with the legislative requirements and will take all reasonable steps to ensure that no person under the age of 18 is in the licensed area of the Club, without being accompanied by a responsible adult.
- (b) The Club will ensure the provision of appropriate Liquor and Gaming signage is in place which clearly indicates that persons under the age of 18 are prohibited from certain areas of the Club.
- (c) All staff are trained to identify persons who appear under the age of 25, who will be asked to provide valid identification and will be removed from the premises if they are unable to produce it.
- (d) In the event that a minor is identified on the licensed premises in any restricted area, including the Gaming Floor, the following steps will be implemented:
 - (i) ask for proper identification;
 - (ii) ask the person(s) to leave; and
 - (iii) call the Police if person(s) refuse to leave.
- (e) The Club policy is that all minors on the licensed premises must be continuously accompanied and/or supervised by a responsible adult.
- (f) Any parent or guardian that brings a minor to any part of the venue will be prompted by responsible adult signage to ensure that any child under their supervision 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.
- (g) The following steps will be implemented to prevent minors entering the venue:
 - (i) Proof of age ID checks are in place at the entrance and within the venue.
 - (ii) Staff check ID for all patrons who appear to be 25 years or younger.
 - (iii) Staff are trained in ID checking procedures.

- (iv) Proof of age signs are displayed at each entry point to the venue.
 - (v) Responsible adult signage displayed at entrances to the Club.
 - (vi) Authorised area and restricted area signs are displayed in relevant areas.
- (h) CHECKING PROOF OF AGE ID

CHECKING PROOF OF AGE ID		
<i>LOCATION</i>	<i>RESPONSIBILITY</i>	<i>WHAT IS CHECKED</i>
Door	Counter Staff, Security	Current Drivers Licence, Proof of Age Card, Passport, Key Pass and NSW Photo Card
Bar	Bar Staff	Current Drivers Licence, Proof of Age Card, Passport, Key Pass and NSW Photo Card
Floor	All Staff	Current Drivers Licence, Proof of Age Card, Passport, Key Pass and NSW Photo Card
Policy	All staff wherever an identification is present 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 presented to verify that it is valid, relevant to the person producing it and not fraudulent.	

- (i) PROCEDURES WITH DEALING WITH UNDERAGE ENTRY

PROCEDURES FOR DEALING WITH UNDERAGE ENTRY	
<i>SUSPECTED FRAUDULENT PROOF OF AGE ID</i>	
Type of Incident	Action to be taken
Tampered or Fraudulent	Confiscate the fraudulent or tampered ID. Attempt to confirm and verify identity of 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 present it. Request Name of Officer and Event Number from the Police.

	Incident register to be completed reflecting incident.
Use of another person's ID	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 Office and Event Number from Police. Incident register to be completed reflecting incident.

10 PROBLEM GAMBLING COUNSELLING SERVICE

- (a) As an integral part of our community, we ensure that 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.
- (b) The club is a member of ClubSAFE, the responsible gambling program in NSW. ClubSAFE's problem gambling counselling service includes:
 - (i) a Multi Venue Self Exclusion Program (**MVSE**) that assists people with gambling problems to self-exclude themselves from multiple venues around where they live, work, and socialise;
 - (ii) a telephone counselling service that is available from 8:30am to 5:30pm; and
 - (iii) where face-to-face counselling is required, referral to a local counselling service funded by the Responsible Gambling Fund.
- (c) ClubSAFE also provides an Employee Assistance Program, which provides counselling to employees on a broad range of issues, including where the employee has been affected by gambling harm, by interactions with patrons who have suffered gambling harm, or any other personal or work-related issue.

11 GAMING SELF-EXCLUSION

- (a) The club will maintain a "Self-Exclusion Folder" that has up-to-date records (including photos) of all persons who have requested self-exclusion from the Club. A self-exclusion program has been implemented to assist with addressing a person's gambling problem.
- (b) Information and pamphlets to the self-exclusion scheme, including counselling facilities are displayed throughout the Gaming Room and the Club's electronic displays located throughout the venue. All persons participating in the self-exclusion scheme will be offered counselling and other forms of assistance.
- (c) All staff members involved in the operation of the Club's gaming machines are to review the self-exclusion folder at the commencement of their shift to familiarise themselves with the self-excluded persons. If a staff member suspects a patron is on the self-exclusion list, the staff member is to contact the Responsible Gambling Manager/Supervisor immediately who will require the patron to provide suitable identification. If the patron is confirmed to be on the

self-exclusion list, they will be requested to leave the Club, in accordance with the self-exclusion policy).

- (d) Should a patron approach a staff member for details on the operation of the self-exclusion scheme conducted at the Club, the staff member is to immediately contact the Responsible Gambling Manager/Supervisor who will deal with and provide the patron with the relevant details in a professional and discreet manner. The patron will be provided with a self-exclusion form and an information brochure which includes the professional counselling services that are available. Any approach for assistance regarding the Club's self-exclusion scheme is to be recorded in the Gambling Incident Register.
- (e) Local support services will be prominently displayed within the Gaming Room, on the electronic display monitors located within the Club and at other locations within the Club which allow gambling (e.g., Keno Terminal & TAB Terminal). Gambling awareness will be regularly promoted at the Club through the electronic displays situated throughout the Club and also in marketing promotions to its members conducted by the Club to assist its members in minimising gambling harm.

12 STAFF TRAINING

- (a) 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 new information about relevant laws, venue initiatives and venue operating procedures. Meetings will be held to encourage the exchange of ideas between venue management and staff. This is supplemented by regular briefing of gaming staff at the commencement of their duties regarding their responsibilities regarding RCG and Minors.
- (b) The following steps will be implemented to the ongoing staff training:
 - (i) Staff updates: Throughout the year operations staff get regular ongoing on the job training, updates through emails and ongoing auditing.
 - (ii) Staff will receive information about:
 - (A) Club Liquor Licence;
 - (B) RCG Policy and Procedures;
 - (C) Entry Procedures;
 - (D) Minors Policy and Procedures; and
 - (E) Other information – Current Promotions, Events, Policy changes.
 - (iii) Staff also have access to the following resources:
 - (A) Liquor and Gaming bulletin via email and other resources by L&GNSW;
 - (B) Plan of Management;
 - (C) GPOM;
 - (D) Minors Checklist; and
 - (E) Other resources.

13 ATM AND EFTPOS TERMINAL

Cash withdrawal from a credit card account are prohibited from any of the EFTPOS terminals. All ATMs at the Club will be located outside of the Club's gaming room.

14 CASH ADVANCES AND CASHING CHEQUES

The cashing of cheques and cash advances are not permitted at the Club.

15 GAMING ADVERTISEMENT

All in venue gaming related signage and advertising is to be displayed within the Gaming Room which are to be checked each day at the commencement of trade by the Duty Manager or the Responsible Gambling Manager/Supervisor. Arrangements are to be made to ensure these advertisements are unable to be seen from the exterior of the Club. Responsible gambling messages are promoted throughout the Club on its electronic displays and through the Club's public address system.

16 GAMING MACHINES

- (a) The gaming machines at the Club are connected to a Central Monitoring System (CMS), which regularly monitors the gaming machines. The Duty Manager will check the monitor daily and ensure the gaming machines display artwork, labels, compliance plates and signage.
- (b) If a gaming machine is faulty, the machine is to be switched off and an "out of order" sign placed on it.

17 GAMING MACHINE LOCATION

The Club's gaming machines are located within a designated Gaming Room. Signage is displayed at each entrance to the Gaming Room advising that the area is restricted to person of or above the age of 18 years.

18 GAMING PRIZES

All staff members involved in the operation of the Club's gaming machines will be trained and instructed on the required procedures on the commencement of their employment. Payment of prizes over the amount of \$5000 must be made by cheque or EFT to a nominated account. Any cheque issued to the patron for payout of a prize must have 'prize winning cheque – cashing rules apply' endorsed on the cheque, together with the name of the patron, the correct date and amount being issued.

19 KENO/TAB OPERATION

- (a) A keno terminal is kept and maintained at the Club and serviced by a trained staff member. It is the Club's policy to ensure that the details of a prize winner remain confidential and will not be publicised or displayed within the Club or released to a third party. The rules and regulation for playing Keno together with the instructions on how to play, pamphlets and booklets issued by Liquor & Gaming NSW outlining the odd of betting on lotteries as well as information on problem gambling are displayed at the point of sale for Keno.

- (b) The maximum cash payment of a Keno prize is \$5000.00. A prize of \$5000.00 or greater, will be paid by Keno after sufficient time to verify the win and issue the prize. All winnings of \$5000.00 or greater will require the winner to provide their full name, address, signature, and a copy of approved ID is to be recorded and kept for inspection to any relevant regulatory authority.

20 GAMING SIGNAGE

- (a) All approved signage that is required to be displayed by Liquor & Gaming NSW will be affixed in prominent locations throughout the Club, including Problem Gambling Counselling Service signage, at each entry point to the Club's gaming room.
- (b) Each gaming machine has all relevant stickers on the front display of the machine within eyesight from a seated position. Whilst conducting walk throughs, staff will lookout for any stickers which may have been removed from a machine. In the event that for whatever reason the required signage is not in place as required, the staff member(s) noting the absence of the sign are to immediately replace the sign and notify the Responsible Gambling Manager/Supervisor.
- (c) Local counselling pamphlets are also made available withing the Gaming Room.

21 PRODUCING REQUIRED INFORMATION TO AUTHORITIES

- (a) The Duty Manager will provide any information that has been requested by a relevant regulatory authority on request.
- (b) The information to be produced may include, but not limited to, the following:
- (i) RSA/RCG competency cards.
 - (ii) Unclaimed tickets registry book.
 - (iii) Gambling Incident Register

22 WORKING WITH LOCAL STAKEHOLDERS

KEY CONTACTS		
BURWOOD POLICE AREA COMMAND LICENSING POLICE	Contact Name	Angela Vu
	Telephone	9745 8524 or 9745 8525
	Email	bupaclit@police.nsw.gov.au
	Contact Name	
	Telephone	
	Email	
	Contact Name	
	Telephone	
	Email	
CLUBSAFE	Contact Name	

	Telephone	(02) 9268 3036
	Email	admin@mvse.com.au

23 REVIEW AND AMENDMENTS

- (a) The GPOM is to be reviewed by the General Manager regularly to address any ongoing concerns as they arise, it shall be reviewed in conjunction with the club's board of directors and the Burwood Police Area Command Licensing Unit twelve (12) months from the date of the GPOM sign off, with a view of optimising existing aspects of the GPOM as required.
- (b) If, in any circumstances where experience shows that it is a reasonable or desirable to modify and provision of this plan for the better management and operations of the club, that modification shall be made to the GPOM with consultation with appropriate representatives of the management team.

Chief Executive Officer/General Manager
Full Name: Zelka Pierce
Date: 6/2026