

Contents

1. Introduction	2
2. Executive Summary	2
3. Commitment to Customer and Community Welfare	3
4. Purpose	3
5. Licensing Details	3
6. Gaming Machine Shutdown Hours	4
7. Electronic Gaming Machine Details	4
8. Scope	4
9. Legislative Requirements and Compliance Measures	5
10. Responsible Gambling Officer	5
11. Self-Exclusion and Involuntary Exclusion	6
12. Minors	7
13. Minimising Stigma Surrounding Gambling Problems	8
14. Employee Training	8
15. Anti-Money Laundering and Counter-Terrorism Financing	9
16. Harm Minimisation - Mitigating Risks Associated with Gambli.ng	9
17. Promoting a Strong Culture	10
18. Player Activity Statements	10
19. Gambling Incident Register	11
20. Complaints Handling	11
21. Cash/Cheques and Prizes	12
22. Advertising and Promotion	13
23. Compliance with legislation	13
23. Venue gambling signage & mandatory gaming information	14
24. Review of GPOM	15

DOCUMENT CONTROL

- Appendices A – Club License**
- Appendices B – Club Floor Plan**
- Appendices C – Weekly Checklist**
- Appendices D – Self Exclusion Form**
- Appendices E – Third Party Complaint Form**
- Appendices F – Gambling Incident Register**
- Appendices G – General Incident Form**

1. Introduction

Commitment to Responsible Gaming

The Asquith Club is dedicated to operating in full compliance with gaming legislative requirements, ensuring that customer welfare is integral to our strategic and operational plans. Our mission is to offer safe and enjoyable entertainment facilities for all members and guests.

Objectives of the Gaming Plan of Management (GPOM)

The Gaming Plan of Management (GPOM) is designed to meet the following objectives:

- Ensure that gambling signage and player information comply with legislative standards.
- Continuously educate and promote self-exclusion schemes to participants.
- Prevent minors from accessing gaming machines.
- Manage the awarding of prizes and the cashing of cheques effectively.
- Provide and ensure the accessibility of player activity statements.
- Deliver comprehensive training and development for employees on responsible conduct of gambling.
- Identify and address risky and problem gambling behaviours.
- Support employees in proactively identifying and assisting customers with problem gambling.
- Foster a culture focused on minimising gambling harm.
- Encourage regular breaks in play for customers.
- Reduce the stigma associated with problem gambling.
- Ensure that self-exclusion options are understood, available, supported, and enforced.
- Promote responsible gambling practices.
- Handle and resolve customer complaints efficiently.
- Clearly identify gaming rooms, machines, and cash dispensing facilities (ATM, CRT).
- Regularly review and update the Gaming Plan of Management (GPOM).

Commitment to Customer Welfare

The Asquith Club remains steadfast in our commitment to the responsible conduct of gaming, prioritising customer welfare as a fundamental aspect of our club culture.

2. Executive Summary

The Asquith Club Gaming Plan of Management (GPOM) outlines our commitment to the responsible conduct of gambling, ensuring the implementation, review, and evaluation of our practices to continually enhance player welfare and positively impact the broader community.

Plan Overview

This plan identifies the club's legal obligations and best practice methods to prioritise responsible conduct of gambling, player welfare, and harm minimisation. The plan addresses the following key areas:

- Compliance with Liquor and Gaming NSW, Gaming Machine, Anti-Money Laundering, and Counter Terrorism legislation.
- A strict zero-tolerance policy for minors engaging in gambling activities.
- Processes to ensure the availability and promotion of Self Exclusion and Involuntary Exclusion within the club.

- Efforts to minimise the stigma associated with problem gambling behaviours.
- Promotion of harm minimisation strategies, including the availability of counselling services.
- Ongoing employee training to support and ensure the success of the Gaming Plan of Management (GPOM).
- Fostering a strong culture of responsible gambling and player welfare within the club.
- Implementation of a robust incident monitoring and reporting framework, regularly reviewed, and evaluated.
- Providing a comprehensive customer complaints process that is fair, impartial, and routinely reviewed.
- Compliance with cash cheque prize requirements and ensuring that gaming advertising and promotions meet legislative standards.
- Continuous review and evaluation of the plan by Management and the Board of Directors.

3. Commitment to Customer and Community Welfare

The plan reflects The Asquith Club's dedication to responsible gambling practices and player welfare, ensuring a safe environment for all customers and guests while contributing to the broader community's well-being.

4. Purpose

The purpose of the Gaming Plan of Management (GPOM) is to ensure that the club fulfills its obligations under responsible conduct of gambling, as well as Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) legislation. It aims to integrate practices that prioritise player welfare as a top priority.

5. Licensing Details

Club License No.	LIQC300225224
Licence name:	Asquith Bowling & Recreation Club
Club ABN:	80 001 039 747
Address:	1 Lodge St Hornsby NSW 2077
Start Date:	15/04/1955
License Type	Liquor – club licence
Local Licensing Police	Ku ring gai Police Area Command Hornsby Local Command
Manager	Gregory Edwards (RCG No. CCH10072438)
Gaming Machine Details	The club is licensed for 40 electronic gaming machines.
LGA Classification:	The Asquith Club is in the Hornsby West Local Area
SA2 Name:	Hornsby West (NSW) West
Band:	1

6. Gaming Machine Shutdown Hours

Monday -	04:00 AM - 10:00 AM
Tuesday -	04:00 AM - 10:00 AM
Wednesday -	04:00 AM - 10:00 AM
Thursday -	04:00 AM - 10:00 AM
Friday -	04:00 AM - 10:00 AM
Saturday -	04:00 AM - 10:00 AM
Sunday -	04:00 AM - 10:00 AM

Public Holiday - 04:00 AM - 10:00 AM

7. Scope

The Gaming Plan of Management (GPOM) applies to the club's Board of Directors, Management, employees, club contractors, and customers. It operates in conjunction with the club's policies and procedures. In cases where any club policies and procedures conflict with the Gaming Plan of Management (GPOM), the Gaming Plan of Management (GPOM) will take precedence.

The club's Chief Executive Officer, Mr. Greg Edwards, holds a recognised competency card with a current Responsible Conduct of Gambling (RCG) and Advanced Responsible Conduct of Gambling (ARCG) endorsement.

Duty Managers/Supervisors will be the first point of contact for all Gaming Plan of Management (GPOM) matters and incidents on the floor. They will provide support and advice to employees and customers, and report to Senior Management as outlined in the Gaming Plan of Management (GPOM).

The Gaming Plan of Management (GPOM) will be readily available and provided upon request to NSW Police and Liquor and Gaming NSW Inspectors.

The club's license and floor plan, which outlines the location of the gaming room(s), gaming machines, and cash dispensing facilities (ATM, CRT), are attached.

The club may vary any part of the Gaming Plan of Management (GPOM) at any time to accommodate changes in legislation or best practices that support responsible gambling and player welfare.

Management will ensure the Gaming Plan of Management (GPOM) maintains its commitment to responsible gambling and player welfare by:

- Evaluating the performance of the Gaming Plan of Management (GPOM) annually.
- Reviewing and evaluating the Gambling Incident Register monthly and implementing required changes.
- Reviewing and updating the Gaming Plan of Management (GPOM) in accordance with Liquor and Gaming NSW requirements.
- Regularly identifying and implementing legislative changes.
- Investigating and adopting industry best practices.
- Engaging and obtaining advice from third-party industry consultants.
- Adopting requirements provided by authorities.
- Incorporating any other information that supports responsible gambling and player welfare.

APPENDICES 'A' – The Asquith Club – Liquor Licence

APPENDICES 'B' – The Asquith Club – Venue Floor Plan

8. Legislative Requirements and Compliance Measures

The club is committed to the responsible conduct of gambling and consistently reviews and complies with the following legislation and authority:

- Gaming Machines Act 2001
- Gaming Machines Regulation 2019
- Anti-Money Laundering and Counter-Terrorism Financing Act 2006
- NSW Police and Liquor and Gaming NSW
- Any other relevant legislation pertaining to the responsible conduct of gambling.

The club acknowledges its obligations as a 'reporting entity' under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 and adopts practices to meet its AUSTRAC recording and reporting requirements.

An external gambling compliance audit will be conducted annually by an external company. The audit will be reviewed by the club's Management, and any non-compliance items or recommendations will be addressed.

An external annual AML/CTF Risk Assessment and Report will be completed by an external company.

The report will be reviewed by the club's Management, and any non-compliance items or recommendations will be addressed.

The club will complete a weekly checklist on gaming compliance requirements, including but not limited to:

- Installation of Gaming Room signage and notices in accordance with legislative requirements.
- Availability of counselling services for customers and required notices.
- Maintenance of incident registers and other compliance forms.
- Staff training on self-exclusion and gambling policies.

APPENDICES 'C' – Weekly Checklist

9. Responsible Gambling Officer

The club will ensure that Responsible Gambling Officers, who are dedicated employees holding current Advanced Responsible Conduct of Gaming Certification, are on duty and monitoring the gaming machines whenever they are in operation in accordance with the NSW Gaming Machine Regulations.

The primary duties of the Responsible Gambling Officers are to:

- Maintain the gambling incident register.
- Make reasonable efforts to identify gaming machine players who display or engage in problematic gambling behaviour.

If any gaming machine player displays or engages in multiple problematic gambling behaviours as outlined in the Authority's Guideline during a single trading day, the Officer must (at least once during that trading day):

- 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).

- Provide information about the self-exclusion scheme offered at the premises (the scheme available pursuant to the NSW Gaming Machines Act 2001) and ask whether the player wishes to participate in that scheme.
- Provide information about and access to problem gambling counselling.

10. Self-Exclusion and Involuntary Exclusion

Self-Exclusion:

A request to join the Self-Exclusion scheme will be honoured regardless of the day or time and will be completed by a Duty Manager/Supervisor, or higher authority. If an employee is approached by a customer requesting self-exclusion, the employee will immediately notify the Duty Manager.

The Duty Manager will discreetly assist the customer, wherever possible taking them to a private location, providing them with a self-exclusion scheme brochure and card, explaining the details and terms and conditions of the self-exclusion scheme, informing them of their rights to obtain independent legal or professional advice, and making them aware of available counselling services, including contact details of the problem gambling service in written format.

With the customer's consent, they will be enrolled in the self-exclusion scheme, and the Self-Exclusion

Deed will be completed by a Duty Manager. The customer cannot withdraw from the scheme within six months after enrolling.

APPENDICES 'D' – Self Exclusion Form

The club will not refuse access to or participation in the self-exclusion scheme under any circumstances.

Such conduct could warrant termination of employment.

Any request for self-exclusion must be recorded in the club's Gambling Incident Register as soon as possible or by the end of the Duty Manager's shift, with information communicated to the next shift manager.

Images and details of customers involved in self-exclusion and involuntary exclusion will be kept in a file/folder at the club's reception and in the club's digital database, accessible to Duty Managers, reception employees, and gaming employees. Employees are required to familiarise themselves with the self-exclusion register before each shift.

The club uses license scanning software and membership cards to monitor entry and activity. These systems will be populated with self-excluded customers and notify staff electronically if they attempt to enter or remain in the club.

The self-exclusion register will be reviewed at regular staff meetings to help staff identify participants.

The minimum period of self-exclusion is six (6) months. After this period, Management will assess whether the participant has taken necessary rehabilitation steps before removing them from the program.

All self-exclusion and involuntary exclusion incidents will be recorded in the Gambling Incident Register by the Duty Manager/Supervisor, Responsible Gambling Officer, or Senior Management.

These records will be reviewed monthly by the Chief Executive Office, who will provide feedback to Duty Managers, Responsible Gambling Officers, and staff.

Involuntary Exclusions:

The involuntary exclusion process will commence upon receipt of third-party request or the identification of problem gambling behaviour by club employees.

Third-party requests for involuntary exclusion should be immediately referred to the Chief Executive Office.

For third-party requests:

- The Chief Executive Office will investigate the matter, which may include interviewing the complainant discreetly, observing the subject's behaviour, examining gaming data of player activity, and conducting a welfare check.
- A 'Third Party Complaint Form' will be completed by the Duty Manager.

APPENDICES 'E' – Third Party Complaint Form

The form will be reviewed by club Management, who may conduct further investigations, impose an involuntary exclusion, or close the matter with no further action.

Feedback will be provided to the third party within 24 hours, updating them on the process and outcome in accordance with the club's complaint process.

Feedback will also be provided to staff during meetings to aid their development. Any action or non-action will be recorded in the gambling incident register.

If an employee suspects that a customer on the exclusion register is on the premises, they must notify the Duty Manager/Supervisor immediately. The Duty Manager/Supervisor will verify the customer's identity and exclusion status.

If a customer has opted for full exclusion from the club, the Duty Manager will politely remind them of their exclusion and request that they leave the club immediately.

Customers on partial exclusion are permitted to use other club facilities (restaurant, bar, lounges, entertainment, etc.) but are prohibited from gambling areas.

If an employee suspects that a customer on partial exclusion is engaging in gambling activities, the Duty Manager will remind the customer of their exclusion and request that they cease gambling activities and leave the gaming room. Employees will remain vigilant in monitoring the customer.

If a partially excluded customer re-enters the gaming room or engages in gaming activities again, they will be asked to leave the club immediately.

11. Minors

Gambling by minors is prohibited.

As the club is a licensed venue, all minors must be accompanied by an adult or guardian while visiting the club.

The club will have signage conspicuously displayed at each entry point to the gaming room(s), locations where electronic gaming machines, other gambling devices, or electronic betting terminals (Keno, TAB, etc.) are located. These signs will provide notice of gambling age requirements in accordance with the Gaming Machines Regulation 2019 the Liquor Regulation 2018.

It is a condition of club entry that identification is provided and recorded in a register maintained by the club. A register relating to members and guests will be kept in accordance with the Registered Clubs Act 1976. Customer details will be recorded by electronic ID scanner or manual entry into the register. If a customer cannot provide appropriate identification and is deemed to be under the age of eighteen, they will be refused entry.

If there is suspicion that a customer is a minor in the gaming area, partaking in gambling activities, or in a restricted area, employees will immediately request identification to establish their identity and confirm they are 18 years or older. If the customer cannot provide appropriate identification, they will be asked to leave the gaming area immediately. If the customer reattends, the Duty Manager/Supervisor will be engaged to request the customer leave the club premises immediately. If the customer refuses, they will be informed that the police will be contacted. If the customer further resists, the police will be contacted immediately. All incidents of this nature will be recorded in the Gambling Incident Register.

12. Minimising Stigma Surrounding Gambling Problems

The club recognises the impact of problem gambling on the community. As part of its commitment to promoting a strong culture of player welfare and harm minimisation, the club will adopt practices to help minimise the stigma surrounding problem gambling. These activities aim to encourage, enable, and connect problem gamblers and those affected (family, friends, and the broader community) with support and rehabilitation services available.

The club will:

- Maintain mandatory legislative requirements.
- Encourage staff at regular meetings to identify and advise customers displaying risky or problem gambling behaviour about the supportive services available, including but not limited to ClubSafe counselling services and self-exclusion schemes.
- Strategically place player information brochures and counselling service signage within the club.

13. Employee Training

Employees are not permitted to work in the club gaming area(s) without current RCG qualifications.

Employees must provide these qualifications before completing any gaming-related services for the club.

Legislative qualification requirements/certificates are recorded in the club's RSA/RCG register and are regularly monitored by Management.

All gaming employees will complete an AML/CTF Risk Awareness course annually provided by an external third-party provider.

Employee roles and responsibilities are reviewed and discussed at employee meetings as required, to ensure understanding and familiarity with the Gaming Plan of Management (GPOM).

Training records will be kept for a minimum of seven (7) years and will be available upon request to NSW Liquor and Gaming Inspectors and NSW Police.

14. Anti-Money Laundering and Counter-Terrorism Financing

The club has an Anti-Money Laundering and Counter-Terrorism Financing Program in place in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Rules.

The club will maintain an AML/CTF program that identifies and manages AML/CTF risks associated with gambling activities and will meet AUSTRAC reporting requirements. The program will align with legislative and government agency requirements, ensuring the club meets its responsibilities under the act, including but not limited to:

- Identification and verification of customers.
- Providing training to staff and Management consistent with the act.
- Meeting AUSTRAC recording and reporting requirements.
- Conducting due diligence and employment background checks.
- Appointing an AML/CTF compliance officer.
- Governance of the program by the club's Management and Board of Directors.
- Monitoring gaming transactions.
- Adopting methods to monitor gambling participants.
- Incorporating gaming reporting technology to identify money laundering activity.

This data is reviewed daily and reconciled with entry identification.

- Completing a bi-annual AML/CTF Compliance Audit program by an external third-party provider in accordance with the Anti-Money Laundering and Counter-Terrorism Financing Rules. The audit will meet legislative and government agency requirements, assisting the club in reviewing procedures and controls to mitigate AML/CTF risk. The audit report will be reviewed by the club's Management/Board of Directors, and recommendations will be implemented as required.

15. Harm Minimisation - Mitigating Risks Associated with Gambling

Employees will complete a weekly internal gaming audit to ensure compliance with legislative requirements, including the display of signage, contact cards, information brochures, messaging on player activity statements, location of gaming machines, and placement of ATMs and CRTs. The audit will be documented and recorded in the club's files.

Non-compliant items will be reported to the Duty Manager, addressed, and resolved immediately.

If a non-compliant item cannot be resolved immediately, the matter will be reported to Management as soon as possible or by the end of the shift.

Non-compliant items will be recorded in the club's Gambling Incident Register. ATMs and EFTPOS terminals will not be in areas where approved gaming machines are situated, in accordance with the Gaming Machines Regulation 2019. ATMs and EFTPOS terminals will be strategically distanced from gaming rooms to support harm minimisation.

The club promotes ClubSafe counselling services and Gambling Helpline through advertisements and brochures located strategically throughout the club.

The club adheres to self-exclusion legislation, actively promoting the Self-Exclusion Program to enable customers with gambling problems to self-exclude. The club also promotes third-party requests for involuntary exclusion and other gambling-related complaints through signage at reception, strategic locations within the club, and on the website.

The club advertises the self-exclusion scheme and counselling services through various methods, including displays in multiple locations, the club's website, and printed media distributed to members.

Staff are trained and encouraged to be proactive in conducting client check-ins to identify signs of problem gambling.

16. Promoting a Strong Culture

The club takes customer welfare seriously and is committed to delivering practices that support and promote player welfare. The club ensures that customer welfare is central to its practices, providing a safe and enjoyable experience for all customers.

Employees are encouraged to advise customers displaying extended gaming play behaviour to take regular breaks and use other club facilities.

The club does not offer inducements such as free or discounted liquor, free credits to play gaming machines, or any other gambling activity.

The club limits food, complimentary or otherwise, in gaming rooms.

The club advertises gambling counselling services accessible to all customers, including prominently displaying ClubSafe counselling service signage in gaming areas.

Employees conduct consistent with the Gaming Plan of Management (GPOM) will be recognised by Management at staff meetings.

In addition to legislative requirements, the club promotes counselling services through signage, publications/newsletters, bars, lounges, and electronic direct marketing (EDMs).

17. Player Activity Statements

In accordance with legislation, the club will provide monthly Player Activity statements to participants upon request. The statement will include information compliant with the Gaming Machines Regulation 2016, such as:

- Total turnover by the participant during the month.

- Total wins by the participant for the month.
- Net expenditure (turnover less wins) by the participant for the month.
- Total points earned and redeemed during the month.
- Total length of time the participant's player card was inserted in gaming machines daily and monthly.
- A note stating that the information only relates to occasions when the participant used their player card under the player reward scheme and may not include all gaming machine activity or wins from linked gaming systems.

The club will promote the availability of player activity statements to customers:

- When participants join the player reward system.
- Through signage in gaming rooms and club facilities.
- Online via the club's website.
- Via printed and digital media displayed throughout the club.

18. Gambling Incident Register

The club keeps and maintains a gambling incident register that records:

- Any incident where a customer displays or engages in problematic gambling behaviour as specified in the 'Signs of risky and problem gambling behaviour: Know the signs and how to act' factsheet from the Liquor and Gaming NSW website.
- The time, location, machine number(s), and a brief description (or identity, if known) of any gaming machine player identified displaying or engaging in such behaviour.
- Any proposed or implemented self or third-party exclusions of gaming machine players, including names, membership numbers (if applicable), and duration of exclusions, along with the customer's response.
- Any breach or attempted breach of a self or third-party exclusion.

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

Management must review the gambling incident register at least monthly to consider whether an exclusion order is appropriate for any person who has been asked to self-exclude but has declined.

Records in the gambling incident register must be retained for at least three (3) years from when the record was made.

Management must make the gambling incident register available for inspection by police officers or Liquor and Gaming NSW inspectors upon request.

The Gaming Incident Register is located in the Club Safe and available for use by the Clubs Duty Managers or Supervisors.

Asquith Bowling & Recreation Club is subject to the *Privacy Act 1988* (Cth) and related Australian Privacy Principles in the collection and use of information for the incident register.

19. Complaints Handling

The club incorporates a customer complaints policy that includes:

- Recording all gambling-related complaints in the Gambling Incident Register.
- Reviewing and assessing gambling-related complaints upon report of the Gambling Incident Register by the Duty Manager or employee.

- Receiving all gambling complaints through the Duty Manager, who will record them in the Gambling Incident Register. Employees must refer complaints to the Duty Manager as a matter of importance and should not attempt to resolve gambling complaints themselves.

The Duty Manager will discuss the complaint with the complainant in a private location. If the complaint is serious, the Duty Manager will request the complainant put it in writing via a General

Incident Form, including details of the incident, evidence, and contact information.

If the complaint cannot be resolved immediately, the Duty Manager must record the complaint and inform Management as soon as possible or by the end of the shift. Management will acknowledge complaints within three (3) days and provide information on the complaints process.

Further investigative measures may include interviewing club staff, the complainant, other persons involved, reviewing club records and CCTV footage, and other actions to provide evidence.

Management will take appropriate action to resolve the complaint and record any action taken in the Gambling Incident Register.

Feedback will be provided to the complainant within 30 days, including any further action taken by the club. If more time is needed, the club will contact the complainant with reasons and an estimated timeframe.

The complainant has the right to appeal the complaint process and resort to Liquor & Gaming NSW.

Management will review the current policies and procedures related to complaints regularly and adjust operational plans to support responsible conduct of gambling and customer welfare.

Feedback on complaints will be provided to staff during regular meetings.

Records of complaints will be kept for a minimum of seven years.

The club has a whistle-blowers policy enabling staff to report misconduct in accordance with the Corporations Act 2001, Section 1317A.

Staff and customers will be informed about making complaints to the club, Clubs NSW Code of Practice, and Liquor and Gaming Authority through signage at reception and reminders during staff meetings.

20. Cash/Cheques and Prizes

The club will not cash cheques received from customers.

The club will not provide cash advances, credits, or loans to customers.

All prize cheques issued by the club will be paid by EFT within 48 hours. The club does not issue prizes by cheque.

Gaming machine prizes and cash outs below \$5000 can be redeemed by cash or EFT. Payments will only be made to the person playing the machine.

Gaming machine prizes and cash outs over \$5000 will be paid accordingly:

Up to \$5000 in cash, with any amount over \$5000 paid by EFT.

Customers in receipt of prize winnings or cash outs over \$5000 will be recorded in the Gambling Incident Register, and a KYC form will be completed and submitted to AUSTRAC by the compliance officer.

For cash wagers, withdrawals, or deposits of \$10,000 or more, the compliance officer will complete and submit a Threshold Transaction Report (TTR) form to AUSTRAC as required by legislation.

Due diligence will be undertaken to verify the details provided by the prize winner for the payment of prizes. If details do not match the customer's identification, payment will not be made, and further investigation will be conducted.

All payments over \$5000 will be recorded in the Gambling Incident Register.

Keno prizes and cash outs over \$2000 will be paid in accordance with Keno terms and conditions.

21. Advertising and Promotion

The club will not publish gambling-related advertising inside or outside the club.

The club will not display gambling-related signs inside or outside the club.

From time to time, the club may conduct gaming promotions, executed in accordance with gaming legislative requirements.

Any gambling promotion will:

- Not present a promotional prize in the form of cash.
- Not exceed the value of \$1,000.
- Not be redeemable for cash.
- Not be indecent or offensive.

The club will not permit any bonus or reward points accumulated under a player reward scheme to be redeemed for cash.

22. Compliance with legislation

The venue is subject to the requirements of the *Gaming Machines Act 2001*, the *Gaming Machines Regulation 2019*, the *Liquor Act 2007*, and other legislation that establishes basic harm minimisation and responsible conduct of gambling requirements.

Inducements

Inducements are incentives that provide benefits to encourage gambling. Your venue must not offer:

- or supply any free or discounted liquor as an incentive to play gaming machines
- free credits through letterbox flyers, shopper docketts

- any other form of incentive to play gaming machines.

Cash dispensing facilities

- must not provide access to cash from a credit card account
- must not be located in an area where gaming machines are located
- must not be visible from any part of a gaming machine or jackpot prize monitor
- must not be visible from a gaming machine, or entry to the room or area where gaming machines are located
- must be located no less than 5 metres from an entry to a room or area where gaming machines are located.

23. Venue gambling signage and mandatory gambling information

Mandatory gaming machine signage and brochures include:

MANDATORY: Sign 1G - Gambling Warning	
	<p><i>"What's gambling really costing you?"</i> (4 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p>
MANDATORY: Sign 6G – Gambling Counselling	
	<p><i>"Help is close at hand"</i> (6 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p>
MANDATORY: Sign 3G – Chances of winning sign	
	<p><i>"A million to one"</i></p> <p>This sign must be prominently displayed in each gaming area:</p>

MANDATORY: Brochure 1 – Info about the odds – Betting on gaming machines	
	<p>These brochures are prominently displayed and available in each area with gaming machines.</p> <p>Translated versions are supplied to patrons from non-English speaking backgrounds upon request.</p>
MANDATORY: Contact card 2G – Self-exclusion contact card	
	<p>Contact cards are securely attached to each bank of gaming machines in a card holder so they can be clearly seen when playing a gaming machine or approaching the bank of gaming machines.</p>
MANDATORY: Sticker 4G – Gambling counselling sticker	
	<p>These stickers are prominently displayed on each gaming machine.</p>
MANDATORY: Problem gambling message	
	<p>This message is prominently displayed on or near all ATMs and cash-back terminals.</p> <p>The message is also included on any player activity statements, betting tickets, and all gaming machine tickets (TITO tickets).</p>
MANDATORY: Sign 2L – No Under 18s	
	<p>Sign 2L (minors not permitted in this area) is prominently displayed at or close to the entrance to the restricted area in which gaming machines are kept:</p>

Signage and information for patrons from non-English speaking backgrounds

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

Signage and brochures information is checked weekly by Club Senior Management

24. Review of GPOM

This GPOM must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at The Asquith Bowling & Recreation Club, legislative changes or emerging risks.

Key Contacts

The Asquith Club

Greg Edwards	Chief Executive Officer
Samantha Ali	Administration/Operations Manager

Ku ring gai Police Area Command

Hornsby Local Command
Peats Ferry Road - Hornsby - NSW 2160
Ph: 9476 9799

Appendices A – Club License



Independent Liquor & Gaming Authority

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

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

Key liquor licence details recorded as at 11 July 2024

Licence number: LIQC300225224
Licence name: Asquith Bowling and Recreation Club
Licence type: Liquor - club licence
Licence sub-type: N/A
Licence status: Current
Duration: Unlimited duration
Licence start date: 15/04/1955
Licence expiry date:

Licensee

Organisation name: ASQUITH BOWLING AND RECREATION CLUB LIMITED
ABN: 81 001 039 747 **ACN:**
Phone - daytime: 02 9477 1364 **Fax number:** 02 9476 3764
Email address: reception@asquithbowlingclub.com.au
Website: www.asquithclub.au
Business address: 1 Lodge St HORNSBY NSW 2077
Postal address: 1 Lodge St HORNSBY NSW 2077
Start date: 15/04/1955

Secretary

Title: Mr
Surname: Edwards
Given name: Gregory
Middle name: Charles
Start date: 23/05/2024

Manager

Title: Mr
Surname: Edwards
Given name: Gregory
Middle name: Charles
Start date: 23/05/2024

Contact Person

Title: Mr
Surname: Edwards
Given name: Gregory
Middle name: Charles
Phone - daytime:
Mobile: 0417402354 **Fax number:**
Email address gm@asquithbowlingclub.com.au
Start date: 23/05/2024

Premises

Address: 1 Lodge St HORNSBY NSW 2077
LGA: Hornsby
SA2: Hornsby - West
Start date: 15/04/1955

Authorisations

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

Trading Hours

Consumption on premises

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

Consumption on premises - Temporary Outdoor Area (Alfresco)

Day	Start Time	End Time	Start Date	End Date
Monday	10:00 AM	- 10:00 PM	11/07/2024	
Tuesday	10:00 AM	- 10:00 PM	11/07/2024	
Wednesday	10:00 AM	- 10:00 PM	11/07/2024	
Thursday	10:00 AM	- 10:00 PM	11/07/2024	
Friday	10:00 AM	- 12:00 midnight	11/07/2024	
Saturday	10:00 AM	- 12:00 midnight	11/07/2024	
Sunday	10:00 AM	- 10:00 PM	11/07/2024	

Take away sales

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

Conditions

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

Additional licence conditions.

Condition type: Condition **Condition source:** Secretary
Applies to: Unrestricted on premises hours
Reference: 89
Condition: Liquor must not be sold or supplied between midnight and 5.00am on more than twelve occasions within any 12 month period. At least 14 days before each occasion the following persons or bodies must be notified:
(a) the local police,
(b) the local consent authority,
(c) the Secretary.
Note: This condition does not limit or prevent extended trading during the following periods:
1. Between midnight and 2:00AM on 1 January each year, and
2. During any period when the club would otherwise be authorised to sell and supply liquor in accordance with section 13 of the Liquor Act 2007.
Start date: 05/05/2023

Condition type: Condition **Condition source:** Authority
Applies to: Club functions authorisation
Reference: 210
Condition: The registered club is to ensure that not less than one (1) supervisor for each one hundred (100) minors or part thereof, such supervisors being persons not less than twenty one (21) years of age, are engaged or assigned by the registered club for the purpose of supervising the conduct of minors whilst they are attending the function.
Start date: 01/07/2008

Condition type: Condition **Condition source:** Authority
Applies to: Club functions authorisation
Reference: 220
Condition: At least thirty (30) minutes before the commencement of the function and for not less than thirty (30) minutes after the conclusion of the function the persons required to be engaged or assigned pursuant to the above condition must patrol the exterior environs of the licensed premises to ensure the safe conduct of persons attending the function and that such persons do not disturb the quiet and good order of the neighbourhood.
Start date: 01/07/2008

Condition type: Condition **Condition source:** Authority
Applies to: Non-restricted area authorisation
Reference: 320
Condition: Dining Room, Entry, Foyer, Bar, Restaurant, Office, Lounge, Function Room & Amenities.
Start date: 01/07/2008

Independent Liquor & Gaming Authority

Condition type: Condition **Condition source:** Authority
Reference: 2850
Condition: Temporary Outdoor Dining:
i. Food must be available to patrons within the outdoor dining area at all times that the area is operating.
ii. A copy of the approved plan of the licensed boundary must be made immediately available for inspection by a police officer, council officer or Liquor & Gaming NSW inspector upon request.
iii. Despite any other trading hours on the licence, trading hours in the outdoor dining area may not exceed 10pm Sunday to Thursday or 12am Friday and Saturday.
iv. The licensee may sell alcohol from the indoor area of the premises to patrons using the temporary outdoor dining area provided that the Licensee ensures drinks are only consumed within the licensed areas.
v. Gaming machines are not permitted in the temporary outdoor area.
Start date: 11/07/2024

Premises owner

Organisation name: ASQUITH BOWLING AND RECREATION CLUB LIMITED
ABN: 81 001 039 747 **ACN:**
Phone - daytime: 02 9477 1364 **Fax number:** 02 9476 3764
Email address: reception@asquithbowlingclub.com.au
Website: www.asquithclub.au
Business address: 1 Lodge St HORNSBY NSW 2077
Postal address: 1 Lodge St HORNSBY NSW 2077
Start date: 01/07/2008

Gaming machine details

Area cap applies to Hornsby - West

LGA classification: Metropolitan
SA2 band: 1

Gaming machine entitlements (GME): 40
Gaming machine entitlements leased out: 0
Gaming machine entitlements leased in: 0
Poker machine permits (PMP): 0
Unfulfilled quotas: 0

Gaming machine threshold: 40
Maximum gaming machine authorisations allowed: 40
Net GME (Gaming machine entitlements held on premises): 40
(Note: Net GME = GME – GME Leased Out)

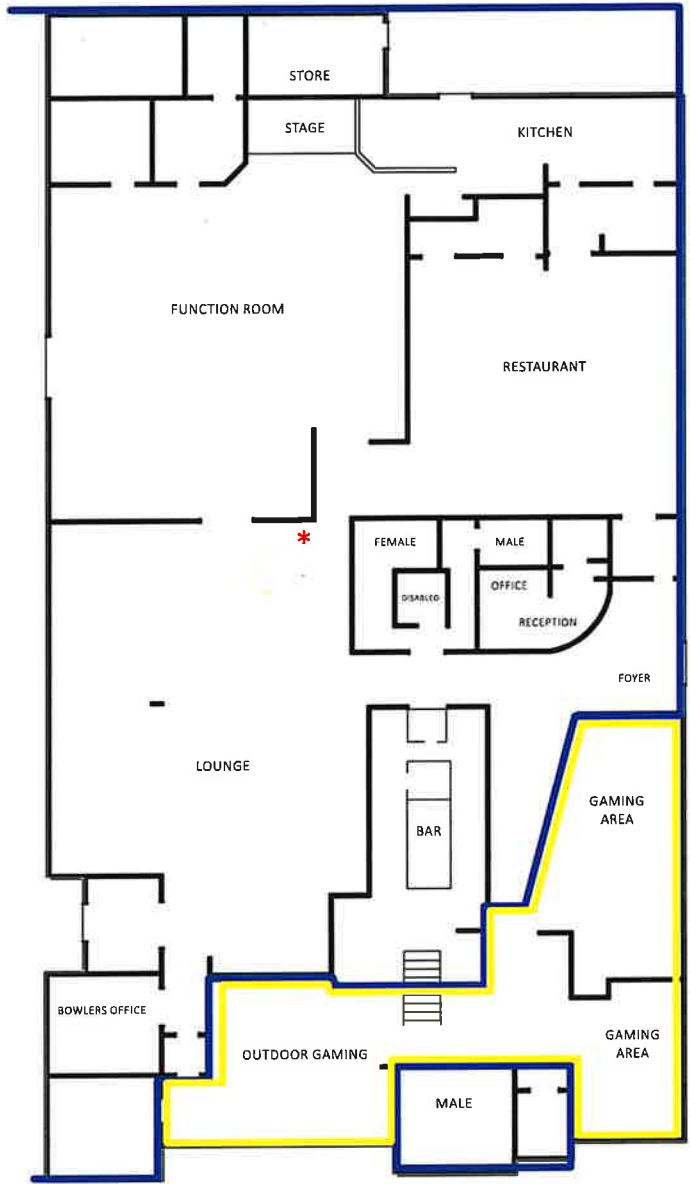
There are no current quotas for this licence

Gaming machine shutdown hours

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

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

Appendices B – Club Floor Plan



CLUB HOUSE PLAN



SITE PLAN

INDEX

REGISTERED CLUB LICENSED

NOT RESTRICTED AREA

RESTRICTED AREA

* ATM MACHINE

ASQUITH BOWLING CLUB

Appendices C – Weekly Checklist

Weekly Check – to be completed by Secretary or Operations Manager or Club Shift Supervisor

ATM Terminals (the club does not operate cash out EFTPOS terminals)

s.47(2)(g) and r.24 Does the club have ATM

Yes No

Is this problem gambling notice displayed so a person can clearly see the notice while using the ATM or cash-back terminal? Help is close at hand GambleAware gambleaware.nsw.gov.au 1800 858 858

Yes No

r. 28 Is the ATM or EFTPOS terminal located outside the gaming machine area?

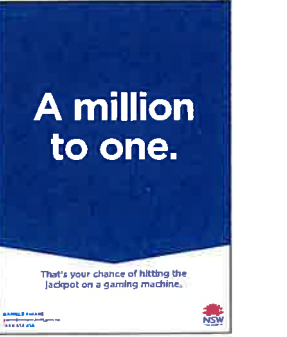
Yes No

<p>rr. 24, 41(4), 42(7)</p>	<p>Is this problem gambling notice prominently displayed on all ATMs, cash-back terminals and player activity statements?</p>	<p>Help is close at hand GambleAware gambleaware.nsw.gov.au 1800 858 858</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
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Gaming Machines signage and resources

<p>r. 23(2)</p>	<p>Is Sign 1G (Gambling warning sign) and 6G (Gambling counselling sign) prominently displayed in each gaming area?</p>			<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
-----------------	---	---	--	---

<p>r. 44(4)</p>	<p>Is a self exclusion sign such as the ClubSafe exclusion poster, prominently displayed in each gaming area? Note: A 5G (self-exclusion) sign is available on the L&G website.</p>			<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
-----------------	--	---	--	---

<p>r. 18(2)(a)</p>	<p>Is Sign 3G (chance of winning) prominently displayed in each gaming area?</p>		<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
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LA s. 127
and LR
rr. 33, 56

Is Sign 2L (minors not permitted in this area) prominently displayed in each gaming area?



Yes No

r. 22

Is Sign 4G (Gambling counselling sticker) prominently displayed on each gaming machine?



Yes No

r. 46

Is Sign 2G (self-exclusion contact cards) securely attached to each bank of gaming machines in a card holder so they can be clear seen when playing a gaming machine or approaching the bank of gaming machines?



Yes No

rr. 19, 20

Is Brochure 1 (Info about the gaming machines) made available in each gaming area at all times?



Yes No

rr. 19, 21

Is Brochure 1 (Info about gaming machines - translated version) in the relevant community language supplied as soon as possible following a patron's request?



Yes No

TAB EBT

Are there procedures and controls in place to prevent a minor placing a bet?

Yes No

Does the club secretary ensure all EBTs are monitored at all times, either by electronic means or staff?

Yes No

UGA s. 16(1)(c) Does the club secretary have procedures and controls in place to prevent an inducement given to a minor to gamble for a fee or reward?

Yes No

TA
s. 84(2)

If the venue has Electronic Betting Terminals (EBTs), is the 'TAB under 18' notice prominently displayed on or close to the EBTs?



Yes No

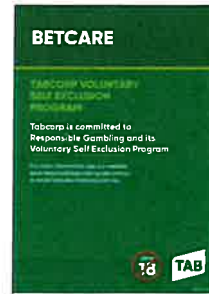
TAB
Notice

Is the 'TAB under 18' notice prominently displayed close to EBTs?



Yes No

Is the 'TAB rules' notice prominently displayed close to EBTs?



Yes No

Appendices D – Self Exclusion Form

GAMING SELF-EXCLUSION AGREEMENT

Name and address of Venue to be excluded from:

Venue Name	Venue Address

Name and address of other Venues to be excluded from* (optional):

Venue Name	Venue Address

* - these venues may not recognise this self-exclusion Agreement, or other multi-venue exclusions, because they have their own separate self-exclusion scheme service provider.

By signing this Agreement, I, _____
(Print name)

1. Agree that I will not play gaming machines at the above Venue(s) for a minimum period of 6 months from the day I sign this Agreement; and
2. I wish to be excluded from the following part(s) of the above Venue(s) for a minimum period of 6 months from the day I sign this Agreement **[mark one square as appropriate]**:
 - Any area where gaming machines are located; OR
 - Any area where gaming machines, or any other gambling facilities, are located; OR
 - The whole Venue.

Note: You may choose to be excluded from the entire venue. The Venue cannot make you exclude yourself from the entire venue.

3. I do / do not (delete as appropriate) want to receive club promotional material that refers to gaming machines. *[Note: Hotels cannot distribute material in relation to gaming machines]*
4. I agree to having my photo taken and stored.
5. I agree to having the following personal information collected and stored (either electronically or otherwise) for the purpose of assisting the Venue(s) to identify me:
 - my name, gender, place of residence (suburb, postcode, State), telephone contact, date of birth, and photo.
 - this information will be stored until my self-exclusion ends, will be kept securely and will only be used by the venue to assist me to comply with my self-exclusion. This information will be destroyed when this Agreement has ended.
6. I agree to the Venue forwarding the above personal information to the Venues nominated above.
7. I agree / disagree (delete as appropriate) to the Venue forwarding the above personal information to a problem gambling counsellor who will contact me by phone to discuss how I can manage my gambling problem and to assist me in complying with my self-exclusion (DELETE if you have no phone contact or DO NOT WANT TO BE CONTACTED FOR FOLLOW-UP SUPPORT).

NOTE: RESEARCH HAS SHOWN THAT YOU WILL BE BETTER ABLE TO MANAGE YOUR GAMBLING WITH TREATMENT FROM A GAMBLING COUNSELLOR.

8. I acknowledge that I have been provided with written information about gambling, counselling or treatment services by the Venue's staff.

THIS IS NOT A LEGAL DOCUMENT. You may seek legal advice before making this Agreement but you do not have to.

The Venue(s) you have excluded yourself from will use all reasonable means to enforce your exclusion but the ONUS IS ON YOU TO COMPLY WITH YOUR SELF-EXCLUSION.

- The Gaming Machines Act may limit the Venue's(s') legal liability for the operation of a self-exclusion scheme.
- The Gaming Machines Act allows the Venue(s) to use force that is reasonable in the circumstances to prevent you from entering or remaining in the area(s) you have asked to be excluded from (which may include the entire Venue(s)).

I HAVE READ THIS AGREEMENT AND THE INFORMATION ON ENDING SELF-EXCLUSION. I AGREE TO COMPLY WITH ALL CONDITIONS AND CONSENT TO THE USE OF MY PERSONAL INFORMATION AS INDICATED ABOVE.

Date: ____ / ____ / ____

Participant's signature: _____

Print name: _____

Address: _____

Signature of authorised representative of Venue: _____

Print name: _____ Position: _____

Name of Venue: _____

Date: ____ / ____ / ____



Place photo here

ENDING YOUR SELF-EXCLUSION

- You cannot end your self-exclusion for at least 6 months.
- After your self-exclusion has ended, all personal information that can be used to identify you will be deleted/destroyed.

I want this self-exclusion Agreement to end:

- Automatically at the end of the minimum 6-month period; OR
- Automatically after ____ months [**enter number of months – no more than 36 months (i.e. 3 years)**]; OR
- When I complete an "End of Self-Exclusion Form" ([Attachment A](#)) at the end of the minimum 6-month exclusion period, but no longer than 3 years from the day I sign this Agreement.

CONTACT DETAILS OF COUNSELLING SERVICE USED BY VENUE (to be added by venue)

Service Name: _____

Address: _____ Phone: _____

END OF SELF-EXCLUSION FORM

I, _____ signed a Self-Exclusion Agreement at
(Print name)

_____ on ____/____/____.
(Name of venue) (Date)

I want to end my self-exclusion from ____/____/____.
(Date)

Participant to sign: _____

Address: _____

Date: _____

Signature of authorised representative of Venue: _____

Print name: _____ Position: _____

Name of Venue: _____

NOTE:

- Participants are advised to consult a gambling counsellor before ending their Self-Exclusion Agreement, to get advice on whether or not it is appropriate to end the Agreement.
- This "End of Self-Exclusion Form" cannot take effect within 6 months of the commencement of the Self-Exclusion Agreement to which it relates.
- The Venue undertakes to send the details of this "End of Self-Exclusion Form" to the other Venue(s) covered by the Self-Exclusion Agreement signed by the participant.

Appendices E – Third Party Complaint Form

INCIDENT REPORT

1892805

Date **Time** **Location** **Reported by**

Incident details (Please tick appropriate boxes)

- | | | | |
|--|---|---|---|
| <input type="checkbox"/> Intoxication | <input type="checkbox"/> Gaming | <input type="checkbox"/> Fail to quit | <input type="checkbox"/> Hold up |
| <input type="checkbox"/> Violence/quarrelsome | <input type="checkbox"/> Asked to leave | <input type="checkbox"/> Unaccompanied minor | <input type="checkbox"/> Section 77 |
| <input type="checkbox"/> Inappropriate conduct | <input type="checkbox"/> Refuse service | <input type="checkbox"/> Reported drink spiking | <input type="checkbox"/> Complaint |
| <input type="checkbox"/> Possession/use of suspected illicit drugs | <input type="checkbox"/> Minors | <input type="checkbox"/> Self-exclusion | <input type="checkbox"/> Injury/medical |
| | <input type="checkbox"/> Refuse entry | <input type="checkbox"/> Theft | <input type="checkbox"/> Other _____ |

People involved (Include name, age, sex, clothing and any other distinguishing features like scars and tattoos)

Incident report (Additional lines provided on the back of this page if required)

Action taken

THIS SECTION MUST BE COMPLETED FOR ALL REPORTS Police notified? No Yes

Date	Time	Event#	How	By whom	Date
Responding officer					Date
Licensee/Approved manager signature					Date

INCIDENT REPORT

1892806

Date **Time** **Location** **Reported by**

Incident details (Please tick appropriate boxes)

- | | | | |
|--|---|---|---|
| <input type="checkbox"/> Intoxication | <input type="checkbox"/> Gaming | <input type="checkbox"/> Fail to quit | <input type="checkbox"/> Hold up |
| <input type="checkbox"/> Violence/quarrelsome | <input type="checkbox"/> Asked to leave | <input type="checkbox"/> Unaccompanied minor | <input type="checkbox"/> Section 77 |
| <input type="checkbox"/> Inappropriate conduct | <input type="checkbox"/> Refuse service | <input type="checkbox"/> Reported drink spiking | <input type="checkbox"/> Complaint |
| <input type="checkbox"/> Possession/use of suspected illicit drugs | <input type="checkbox"/> Minors | <input type="checkbox"/> Self-exclusion | <input type="checkbox"/> Injury/medical |
| | <input type="checkbox"/> Refuse entry | <input type="checkbox"/> Theft | <input type="checkbox"/> Other _____ |

People involved (Include name, age, sex, clothing and any other distinguishing features like scars and tattoos)

Incident report (Additional lines provided on the back of this page if required)

Action taken

THIS SECTION MUST BE COMPLETED FOR ALL REPORTS Police notified? No Yes

Date	Time	Event#	How	By whom	Date
Responding officer					Date
Licensee/Approved manager signature					Date

04/63/2024

Appendices F – Gambling Incident Register

INCIDENT REPORT

1892805

Date Time Location Reported by

Incident details (Please tick appropriate boxes)

- Intoxication, Violence/quarrelsome, Inappropriate conduct, Possession/use of suspected illicit drugs, Gaming, Asked to leave, Refuse service, Minors, Refuse entry, Fail to quit, Unaccompanied minor, Reported drink spiking, Self-exclusion, Theft, Hold up, Section 77, Complaint, Injury/medical, Other

People involved (Include name, age, sex, clothing and any other distinguishing features like scars and tattoos)

Incident report (Additional lines provided on the back of this page if required)

Action taken

THIS SECTION MUST BE COMPLETED FOR ALL REPORTS Police notified? No Yes

Date Time Event# How By whom
Responding officer Date
Licensee/Approved manager signature Date

INCIDENT REPORT

1892806

Date Time Location Reported by

Incident details (Please tick appropriate boxes)

- Intoxication, Violence/quarrelsome, Inappropriate conduct, Possession/use of suspected illicit drugs, Gaming, Asked to leave, Refuse service, Minors, Refuse entry, Fail to quit, Unaccompanied minor, Reported drink spiking, Self-exclusion, Theft, Hold up, Section 77, Complaint, Injury/medical, Other

People involved (Include name, age, sex, clothing and any other distinguishing features like scars and tattoos)

Incident report (Additional lines provided on the back of this page if required)

Action taken

THIS SECTION MUST BE COMPLETED FOR ALL REPORTS Police notified? No Yes

Date Time Event# How By whom
Responding officer Date
Licensee/Approved manager signature Date

150005 Q4/05 72024

Appendices G – General Incident Form

INCIDENT REPORT

1892805

Date Time Location Reported by

Incident details (Please tick appropriate boxes)

- Intoxication, Violence/quarrelsome, Inappropriate conduct, Possession/use of suspected illicit drugs, Gaming, Asked to leave, Refuse service, Minors, Refuse entry, Fail to quit, Unaccompanied minor, Reported drink spiking, Self-exclusion, Theft, Hold up, Section 77, Complaint, Injury/medical, Other

People involved (Include name, age, sex, clothing and any other distinguishing features like scars and tattoos)

Incident report (Additional lines provided on the back of this page if required)

Action taken

THIS SECTION MUST BE COMPLETED FOR ALL REPORTS Police notified? No Yes

Table with columns: Date, Time, Event#, How, By whom, Responding officer, Licensee/Approved manager signature, Date

INCIDENT REPORT

1892806

Date Time Location Reported by

Incident details (Please tick appropriate boxes)

- Intoxication, Violence/quarrelsome, Inappropriate conduct, Possession/use of suspected illicit drugs, Gaming, Asked to leave, Refuse service, Minors, Refuse entry, Fail to quit, Unaccompanied minor, Reported drink spiking, Self-exclusion, Theft, Hold up, Section 77, Complaint, Injury/medical, Other

People involved (Include name, age, sex, clothing and any other distinguishing features like scars and tattoos)

Incident report (Additional lines provided on the back of this page if required)

Action taken

THIS SECTION MUST BE COMPLETED FOR ALL REPORTS Police notified? No Yes

Table with columns: Date, Time, Event#, How, By whom, Responding officer, Licensee/Approved manager signature, Date

1G0001 04763 2024