



## RESPONSIBLE SERVICE OF GAMING POLICY

THE MAROONDAH SPORTS CLUB AGREES:

### Spirit of the Code -

To conduct all aspects of their operation in a professional and responsible manner and promote the spirit of the Victorian Gaming Machine Industry Accord.

### Legal Requirements -

To adhere to all rules and regulations applicable to the delivery of gaming in the State of Victoria.

### Business Conduct -

- i. To ensure that gaming machine play is conducted as an ancillary activity to a reasonable range of traditional hospitality services.
- ii. To work together with Governments, gaming machine operators and other organisations to progress the orderly and responsible delivery of gaming to the Victorian community.
- iii. To conduct their businesses in a manner that precludes minors and intoxicated patrons from entering or being in the restricted gaming area.
- iv. To clearly mark the machines that are unplayable to avoid customer confusion and disappointment.

### Advertising and Promotions -

- i. To abide by all laws and regulations in the relation to advertising including inducements and the Gaming Machine Industry Advertising Code of Ethics.
- ii. Advertising and promotional marketing strategies shall not be factually incorrect, false or misleading, and suggest that winning a prize is the probable outcome of playing a gaming machine.
- iii. Advertising will not be broadcast during programs targeted specifically at children.

### Self Exclusion -

- i. To assist patrons who wish to self-exclude from participating in gaming by supporting the self-exclusion program.
- ii. To ensure information on the self-exclusion program is provided in the restricted gaming area.
- iii. To direct persons who are known to have breached their self-exclusion deed to other forms of assistance.

### Customer Relations -

- i. To prohibit persons who are exhibiting unacceptable forms of behaviour from being present in a gaming venue or playing a gaming machine.
- ii. Gaming venue management shall clearly identify to staff forms of behaviour deemed as unacceptable.

- iii. That each venue will maintain a register into which relevant incidents are entered including those pertaining to responsible gaming.
- iv. To make accessible to customers information relating to:
  - Minimum player returns
  - Chances of winning
  - Self-assessment tools once developed based on generally accepted research
- v. To display responsible gaming messages within gaming rooms.
- vi. To display signage advising customers not to leave children unattended either in the venue or venue car park and will adopt procedures to check the venue and venue car park.

#### Problem Gambling Support Services -

- i. To display signage and brochures promoting accredited counselling services and upon request directing patrons to avenues of effective support.
- ii. ATMs shall have on or within sight of them, problem gambling warning signage and support service contact details.
- iii. The staff will be trained to offer assistance to customers displaying observable signs of distress or seeking assistance.

#### Provision of Cash -

- i. To prohibit any form of credit being available for gaming machine play by patrons.
- ii. To ensure that our Automatic Teller Machine is not visible to any patron whilst playing an EGM.
- iii. To encourage patrons with collects over \$500 to have a cooling off period and take payment by cheque.

#### Complaint Resolution -

To fully co-operate with the Independent Complaint Resolution Process established in the Gaming Machine Industry Accord.

#### Staff Employment and Training -

- i. All members of staff that work in our gaming room will complete an accredited responsible service of gaming course and an accredited responsible service of alcohol course.
- ii. To commit to ongoing training of staff.
- iii. To source employment of local residents where possible.
- iv. To prohibit staff from taking part in gaming activities while on duty unless in the course of their employment.

#### Community Responsibility and Awareness -

- i. To support local community organisations.
- ii. To contribute to our relevant industry charitable support program.
- iii. That separate to any annual industry body membership fee, to subscribe to an annual levy to support the VGMI Codes of Practice and the self-exclusion program.

To co-operate with any review of levels of compliance with this code by our gaming machine operator.