



# HOUSE POLICY ON THE RESPONSIBLE CONDUCT OF GAMBLING

Crescent Head Country Club is committed to the responsible  
Conduct of Gambling

**NO ID = NO ENTRY**

Acceptable ID are:

**Current Drivers Licence**

**RMS Photo Card**

**Passport**

**Key Pass Identification**

# House policy on The Responsible Conduct of Gambling (RCG)

- All Staff are RCG trained
- Staff are not permitted to Gamble whilst on duty, this includes Poker Machines, TAB and Keno.
- Staff are not permitted to gamble in Uniform
- We do not give credit.
- We promote Patron Self-Exclusion Scheme.
- Provision of Problem gambling Counseling Services.
- We do not offer inducements to gamble.
- All prize wins on a gaming machine over \$5,000 are paid by crossed cheque ( If a player request a cheque it can be made for a larger amount, or for the full value of the prize ) or EFT (Electronic Funds Transfer) payment.
- Player information brochures are available at all times.
- We operate a Mandatory Poker machine Shutdown period.
- Clocks are located in the Gaming Area.
- Player Monthly Activity Statements are available free on request.

## Self-Exclusion Scheme

Crescent Head Country Club by law must conduct a self-exclusion scheme to allow patrons to exclude themselves from nominated areas of a venue or from the entire venue.

The minimum requirements for the conduct of a scheme by the Club are:

- Prevent the Club from refusing a participants request.
- Require the participant to give a written and signed undertaking that they will not gamble at the venue for a minimum of six (6) months period.

- Provide an opportunity to seek independent legal/professional advice at their own expense as to the meaning and effect of the self-exclusion before it is given.
- Provide the participant with written information outlining the name and contact details of a gambling-related counselling service.
- The Club is to ensure that all staff be able to identify the participant whether by means of access to a recent photograph of the participant.
- CHCC is required;
  - To publicise the availability of the self-exclusion scheme and information as to how it operates to patrons of the Club.
  - To make available, on request by any patron, the standard self exclusion form (see supporting documents).
- Prevent a participant from withdrawing from the scheme within 6 months after requesting participant in the scheme.
- Crescent Head Country Club is a part of the Multi-Venue Self Exclusion.

**The Self-Exclusion Scheme is a voluntary base scheme, Management and supervisors are best equipped to help patrons with this matter.**

## **CRT (Cash Redemption Terminal)**

Quick Pay is a simple, easy to use, self-service terminal that allows your patrons to redeem their gaming tickets for cash securely and privately, without the need for staff involvement.

Designed to be user-friendly, on-screen instructions, Intuitive and easy-to-use touch screen. Quick Pay CRT will enhance the experience of your gaming patrons. Quick Pay is designed to meet current and future industry requirements with built-in flexibility for software upgrades. It can support TITO and a range of other services to expand your offering and drive profitability.

# Minors

- Minors are not permitted to gamble.
- Minors are not permitted in the Gaming Area
- Prizes from our player reward scheme or other gaming machine promotions are not:
  - Offered or presented in the form of cash.
  - In excess of \$1,000 in value.
  - Able to be exchanged or redeemed for cash.

Is gambling a  
problem for you?

CALL G-line  
(NSW)

counselling  
service

1800 633 635



## What is ClubSAFE?

Club SAFE is the club industry's Responsible Conduct of Gambling Program. Club SAFE, which was initially developed by Clubs NSW with significant input from the Australian Institute for Gambling Research, is a comprehensive package designed to help registered clubs manage responsible gambling operations that meet legislative requirements and community expectations