

SHOALHAVEN HEADS

BOWLING & RECREATION

CLUB



GAMING PLAN OF MANAGEMENT

Version	Date	Content Changes	Approved By	Next Review Date
1.0	August 2024	New Plan	Nathan Bartley	August 2025
2.0	July 2025	Review	Nathan Bartley	July 2026
3.0	July 2026	Update & Review	Nathan Bartley	July 2027

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1. INTRODUCTION

Shoalhaven Heads Bowling & Recreation Club is committed to responsible gambling and as such have developed a plan of management in consultation with Shoalhaven Heads Bowling & Recreation Club board and management team to promote responsible service and delivery of gambling products.

This plan highlights our current initiatives and support services that are available to our customers and team to improve the overall standard of customer care and encourages a responsible gambling culture.

This Gaming Plan of Management has been adopted at:

**Shoalhaven Heads Bowling & Recreation Club
(LIQC300244830)
76 Shoalhaven Heads Road
Shoalhaven Heads NSW 2535**

For more information, please email:

**Nathan Bartley
Operations Manager
nbartley@shbrc.com.au**

The Compliance Officer for Shoalhaven Heads Bowling & Recreation Club is Nathan Bartley.

A copy of this document can be found in-house upon request via the Club's Website, Reception, Club App and noticeboard.

Shoalhaven Heads Bowling & Recreation Club is located in the SA2 of Shoalhaven Heads in the LGA of Shoalhaven which at the time of updating is a Band 1 and is licenced to operate 72 gaming machines.

Shoalhaven Heads Bowling & Recreation Club currently operates 70 EGM's and 2 MTGM's.

Monday	10am to 10pm
Tuesday	10am to 10pm
Wednesday	10am to 10pm
Thursday	10am to 10:30pm
Friday	10am to 11pm
Saturday	10am to 12am
Sunday	10am to 10pm

2. ClubSAFE MEMBER

Shoalhaven Heads Bowling & Recreation Club are a member of ClubSafe which is the Club industry's leading best practice and preferred responsible gaming program in NSW. It is based on a Multi-Venue Self-Exclusion (MVSE) program designed to assist people with a gambling problem by self-excluding them from multiple venues around which they live, work and socialise.

Shoalhaven Heads Bowling & Recreation Club also accepts self-exclusions from other approved providers.

3. OUR VENUE

Shoalhaven Heads Bowling & Recreation Club has an electronic gaming system (Aristocrat S7000) installed which allows for the reporting of meters in fifteen minutes increments and gives management visibility of activity occurring on each gaming machine throughout the day.

Shoalhaven Heads Bowling & Recreation Club has CCTV cameras located at the entrance(s) to the venue, the entrance(s) to the gaming floor and throughout the gaming floor.

Shoalhaven Heads Bowling & Recreation Club currently operate a loyalty rewards program in-venue. Also known as a player reward scheme, this rewards program allows members to earn points for purchases in all areas of the Club as well as for gaming machine play.

A **player reward scheme** means a system, used in connection with the operation of gaming machines at a hotel or club, in which players of gaming machines accumulate bonus or reward point from playing the gaming machines.

A **promotional prize** means prizes or rewards (including bonus points) offered by the hotel or club to their patrons in connection with a player reward scheme or any other marketing or promotional activity that involves gaming machines.

A hotel or club must not offer or permit promotional prizes:

- in the form of cash
- that exceed \$1,000 in value
- that are indecent or offensive (including free giveaways), or
- to be exchanged for cash.

You must not allow bonus or reward points accumulated under a player reward scheme to be redeemed for cash.

Player activity statements

If you conduct an electronic player reward scheme or provide player account cards, you must let your player reward scheme participants and account card holders know that player activity statements are available.

If requested, you must provide them with a monthly player activity statement free of charge.

Monthly activity statements must include:

- the player's total amount of turnover, total wins, and net expenditure
- total points earned and redeemed as the result of playing gaming machines
- the total length of time during which a participant's player card was inserted in gaming machines during each 24-hour period in the month, and the total length of time during the whole month
- a note advising that the statement only relates to the gaming machine play while the player's card was inserted into the machine
- GambleAware information: 'Help is close at hand. Call GambleAware 1800 858 858 or visit the GambleAware website'

You must keep a record or copy of any player activity statement made available to patrons.

You must only disclose information in a player activity statement to:

- The person to whom the information relates, or
- Persons lawfully entitled to have access to the information.

4. OUR CUSTOMERS

The decision to gamble lies with the individual and represents a choice, and in order to properly make that choice individuals must have the opportunity to be informed.

Shoalhaven Heads Bowling & Recreation Club is committed to providing appropriate information to all individuals including those from different cultural and linguistic backgrounds, so they are able to make informed decisions consistent with their personal preferences and individual circumstances.

Shoalhaven Heads Bowling & Recreation Club takes the issue of responsible gambling very seriously and actively promotes the following initiatives to ensure all patrons to our Club are aware of such services available to them.

4.1 Self-Exclusion

ClubSafe Multi-Venue Self-Exclusion (MVSE) Program is an online system designed to enable people with a gambling problem to self-exclude from our venue as well as multiple venues around where they live, work and socialise. Shoalhaven Heads Bowling & Recreation Club will initiate self-exclusion when requested by a patron at any time during its open hours.

The ClubSafe MVSE Program removes barriers for people with a gambling problem such as the difficulty of visiting multiple venues or the embarrassment of visiting their local Club to place the exclusion and makes the process easier for a person with a gambling problem.

A patron can self-exclude by speaking to a member of the management team at the Club or by contacting a gambling help counsellor.

The minimum period for a self-exclusion is six months. Once a patron agrees to stay away from the Club for a specific time, our venue has processes in place to help them honour that commitment.

If a patron breaches their self-exclusion, it is reported through the ClubSafe program for assessment by trained counsellors. Shoalhaven Heads Bowling & Recreation Club is considering procuring facial recognition technology to assist in identifying self-excluded patrons entering the premises.

Shoalhaven Heads Bowling & Recreation Club has an electronic sign in system (Info Sign) at reception which assists with identifying and preventing breaches of self-exclusion.

4.2 Partial Self-Exclusion

A partial self-exclusion allows a patron to exclude themselves from gambling activities at the Club such as TAB/KENO and/or gaming machines but still allows them access to other Club facilities including restaurants, bars and other entertainment.

A patron can partially self-exclude by speaking to a member of the management team at the Club or by contacting a gambling help counsellor.

The minimum period for a partial self-exclusion is six months. Once a patron agrees to stay away from the gaming activities of the Club for a specific time, our venue has processes in place to help them honour that commitment.

If a patron breaches their partial self-exclusion, it is reported through the ClubSafe program for assessment by trained counsellors.

4.3 Online Self Exclusions

ClubSafe also offers self-facilitated self-exclusion. Self-facilitated self-exclusion allows patrons to exclude themselves without having to attend a gaming venue or waiting to meet with a counsellor.

ClubSafe also offers self-facilitated partial self-exclusion. Self-facilitated partial self-exclusion allows patrons to exclude themselves without having to attend a gaming venue or waiting to meet with a counsellor.

The minimum period for a partial self-exclusion is six months. Once a patron agrees to stay away from the gaming activities of the Club for a specific time, our venue has processes in place to help them honour that commitment.

4.4 Counselling Services

As required by law, Shoalhaven Heads Bowling & Recreation Club display problem gambling brochures at critical points within the venue and have a wide range of these brochures in many languages to help with our culturally diverse community. These brochures contain details about the ClubSAFE Counselling Service and Gambling Help Line:

ClubSAFE Counselling Service – 1800 997 766
GambleAware Helpline – 1800 858 858

The management team at our venue are proactive in handing out the relevant information to patrons in need. Shoalhaven Heads Bowling & Recreation Club will display information about local support services in strategic locations, on the gaming floor and on digital displays where appropriate.

4.5 Welfare Checks

Shoalhaven Heads Bowling & Recreation Club aims to ensure all our patrons have a positive experience this includes undertaking welfare checks on any guests who may be at risk of problem gambling. Our management and frontline team are vigilant in monitoring our patrons undertaking any gambling activity. If they are showing signs of extended play or distress, a Operations Manager or Responsible Gambling Officer (RGO) will conduct a welfare check to gauge their mood, stress level and assertiveness and if required undertake the steps necessary whether that be encouraging them to take a break, explaining our exclusion or counselling services or asking them to leave the environment.

All encounters are recorded in Shoalhaven Heads Bowling & Recreation Club Digital - Auscomply gaming incident register.

After midnight, welfare checks as well as direct and indirect interactions with customers will be increased to provide more opportunities for breaks in play and assessing the welfare of the patrons engaging in gambling activities after midnight.

4.6 Signs of Problem Gambling

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 signs of problem gambling, the staff member is encouraged to speak with the Operations Manager, manager on duty and/or the Responsible Gambling Officer.

GENERAL WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Starts gambling when the venue is opening, or only stops when the venue is closing Gambles most days <i>Behaviour during play</i> - Gambles on more than one machine at once - Rushes from one machine to another - Significant increase in spending pattern - Complains to staff about losing, or blames venue or machines for losing - Rituals or superstitious behaviours (rubbing or talking to machine)	<i>Money</i> - Asks to change large notes before gambling - Uses coin machine at least four times	On their own, these may be early warning signs. A patron showing several of these signs could be experiencing problems with gambling. - Monitor the patron's behaviour. - If you notice a patron who is showing two or more of these signs, record what you have noticed and tell your manager.
PROBABLE WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Finds it difficult to stop gambling at closing time <i>Behaviour during play</i> - Often gambles for long periods (three or more hours) without a proper break - Plays very fast - Gambles intently without reacting to what's going on around them	<i>Money</i> - Gets cash out more than once through ATM or EFTPOS - Avoids cashier, and only uses cash facilities - Puts large wins back into the machine - EFTPOS repeatedly declined <i>Social behaviours</i> - Becomes angry or stands over others if someone takes their favourite machine/spot	A patron showing any of these signs is much more likely to be experiencing problems with gambling. - Monitor the patron's behaviour. - Record what you have noticed and tell your manager, who will speak with the patron. - If a patron shows two or more of these warning signs, follow the steps for strong warning signs (below).
STRONG WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Gambles from opening to closing <i>Behaviour during play</i> - Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)	<i>Money</i> - Tries to borrow money from other patrons or staff <i>Social behaviours</i> - Tells staff that gambling is causing them problems - Significant decline in personal grooming and/or appearance over several days - Friends or family raise concerns - Tries to hide their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there)	A patron showing any of these warning signs is probably experiencing problems with gambling. - Monitor the patron's behaviour - Record what you have noticed, and tell your manager, who will speak with the patron, refer them to support and counselling services, offer them the opportunity to self-exclude, or recommend an exclusion order if the patron is at risk of harm or at risk of causing harm to others.

At-risk Gambling Behaviour is gambling behaviour that leads to gambling harm because it involved:

- Spending more money on gambling than a person can afford based on their income and financial commitments: and/or
- Spending so much time on gambling that it interferes with the person's relationships, social life and/or work responsibilities

Gambling Harm refers to difficulties or other negative consequences that result from excessive gambling and affect the wellbeing of the person and/or their loved ones in many areas of their daily lives. Gambling harm can affect people's physical and mental health as well as their financial wellbeing, relationships, education and employment, social and psychological wellbeing.

All staff are encouraged to discuss instances of at-risk gambling behaviour with a Responsible Gambling Officer, Operations Manager Manager/Supervisor, or other Senior Staff Members.

5 OUR TEAM

Shoalhaven Heads Bowling & Recreation Club are committed to facilitating staff training so that we can continue to improve the way we provide a responsible environment for gambling and customer care. Our staff regularly undertake in-house training and refreshers on our policies and procedures.

5.1 Staff Training and Awareness

Shoalhaven Heads Bowling & Recreation Club employees undergo regular Responsible Conduct of Gambling (RCG) training to equip them with the skills and knowledge to identify the signs of risky and problematic gambling behaviour and assist problem gamblers.

In addition to the mandatory RCG training, team members undergo training sessions appropriate to their role:

- ☐ **Multi Venue Self- Exclusion**
- ☐ **Advanced Responsible Gambling Training**
- ☐ **Board Oversight Training**

These training sessions are vital in keeping our team up to date with industry updates, legislation and most importantly methods to ensure we are adhering to customer care and making it clear to staff that patron welfare is of the utmost importance.

Such training sessions give our team the forum to discuss and establish appropriate policies, procedures and lines of responsibility to provide customer care. These include house policies, clear accountability, reporting mechanisms and follow up procedures for dealing with responsible gambling issues.

Non-gaming staff are provided with induction to RCG training to ensure that every staff member in the venue is trained to respond appropriately to any customer seeking help or displaying signs of gambling harm.

The Board of Directors are required to complete RCG Oversight training to ensure that there is a structured top-down approach to harm minimisation.

The Operations Manager, Management, Responsible Gaming Officers and any staff employed to undertake the management of gaming machines are required to participate in Advanced RCG training (ARCG).

Harm minimisation is discussed at all staff meetings, encouraging and recognising staff who are being proactive in recognising at-risk customers, ensuring that all staff understand that patron welfare is of the utmost importance.

Any additional information pertaining to harm minimisation on a daily basis, outside of information recorded in the Digital - Auscomply gambling incident register, is communicated via internal team communications such as shift reporting, emails and online meetings. This ensures that any relevant handover information is passed on to the next person coming onto shift.

Appendix C provides a list of all staff competency records for RCG and ARCG. This list includes expiry date of these competencies and is reviewed monthly to ensure that staff remain current in their training requirements.

Appendix D provides a record of staffs GPoM Acknowledgement.

5.2 Responsible Gambling Officer

- 5.2.0 Shoalhaven Heads Bowling & Recreation Club are in the first tier of the gaming entitlement cap requirements regarding RGO(s) on duty due to them operating 72 entitlements. Shoalhaven Heads Bowling & Recreation Club always endeavours to provide responsible service of its designated services.
- 5.2.1 Shoalhaven Heads Bowling & Recreation Club shall ensure that one Responsible Gambling Officer, being a staff member who holds a current RCG Certificate and Advanced RCG Certificate, is on duty and monitoring the gaming machines of the venue whenever gaming machines are operating.
- 5.2.2 Shoalhaven Heads Bowling & Recreation Club shall ensure that one Nominated Responsible Gambling Officer, being a dedicated staff member who holds a current RCG Certificate and Advanced RCG Certificate, is on duty and monitoring the gaming machines of the venue at any time that the gaming machines are operating between the hours of midnight and 8am. Nominated RGO's are permitted to perform gaming-related tasks that allow them to interact with, and monitor, gaming patrons.
- 5.2.3 The Responsible Gambling Officer's duties include:
- (i) Proactively check-in on and engage with patrons where the RGO suspects they may be experiencing gambling harm
 - (i) Record gambling Incidents in the Gambling Incident Register
 - (ii) Escalate serious instances of gambling harm to senior management
 - (iii) Facilitate the provision of gambling help information and requests for self-exclusion
- 5.2.4 At all times, the Operations Manager or other senior manager responsible for gaming machine operations will assist the Responsible Gambling Officer in carrying out the duties described in this condition.
- 5.2.5 Responsible Gambling Officers may make complaints to Liquor & Gaming NSW about harm minimisation breaches at this venue or if they are impeded from undertaking their duties.
- 5.2.6 Shoalhaven Heads Bowling & Recreation Club operates 72 which requires them to have RGO(s) on duty while gaming machines are active.

Number of Gaming Machine Entitlements	Number of Responsible Gambling Officers (RGOs) required	Requirements between midnight and 8am ('late-night')
Between 21 – 99	One RGO on duty when gaming machines are in operation	One nominated RGO to be primarily focused on RGO duties
Between 100 – 299	Two RGOs on duty when gaming machines are in operation	One nominated RGO to be primarily focused on RGO duties
300 or more	Three RGOs on duty when gaming machines are in operation	Two nominated RGOs to be primarily focused on RGO duties

5.3 Gambling Incident Register

5.3.1 The incidents that must be recorded in a gambling incident register include:

- a) a patron displays behaviour that indicates the patron is experiencing or at risk of gambling harm
- b) a patron, or a person who identifies themselves as a family member of the patron, asks for information about a self-exclusion scheme or some form of intervention for the patron
- c) a breach or attempted breach of a self-exclusion scheme
- d) an offence, alleged offence or incident involving a minor
- e) details of action taken in response to an incident mentioned in paragraph (a)–(d).

Behaviour that indicates someone is at risk of or experiencing gambling harm is at section 4 of this plan.

Incidents must be recorded as soon as practicable, but no longer than 24 hours after they happen.

A gambling incident register must be kept for three years and made available to police and inspectors. Shoalhaven Heads 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.

5.3.2 Shoalhaven Heads Bowling & Recreation Club keeps a Digital - Auscomply incident register

5.3.3 Shoalhaven Heads Bowling & Recreation Club is required to review the gambling incident register on a monthly basis and consider what harm minimisation actions can be taken in response to trends in the register.

5.4 Staff Gambling Policy

Shoalhaven Heads Bowling & Recreation Club have a staff gambling policy in place. The main objectives of this policy are:

- To foster a healthy environment for people who could be at risk of developing gambling problems or are recovering from gambling addictions;
- To assure patrons and guests that gambling operations of the Club are conducted in a fair and equitable manner; and
- To ensure the Club complies with its legal obligations

No staff member is permitted to use gaming machines at the venue during their hours of employment while on shift, including during breaks. Staff who participate in any form of gambling outside their hours of employment are subject to the same requirements as other patrons.

Shoalhaven Heads Bowling & Recreation Club are committed to supporting and advancing employee wellbeing through appropriate information and training, the provision of employee assistance programs and the implementation of a wellbeing initiative that fosters healthy outcomes and advance diverse, inclusive, safe and responsible working environments.

Shoalhaven Heads Bowling & Recreation Club Staff Gambling Policy

STAFF GAMBLING POLICY

Shoalhaven Heads Bowling & Recreation Club

OBJECTIVE:

The Club cares about the physical, mental and financial health of its employees.

The main objectives of this policy are:

1. To foster a healthy environment for people who could be at risk of developing gambling problems or are recovering from gambling addictions;
2. To assure patrons and guests that the gambling operations of the Club are conducted in a fair and equitable manner; and
3. To ensure the Club complies with its legal obligations.

Employees are not permitted to participate in any form of gambling on the Club's premises, either whilst on duty, during meal breaks or prior to commencing a shift on any given day, regardless of whether employees are members of the Club or not.

Employees are permitted to participate in gambling activities after the completion of their rostered shift under the following conditions:

1. The Employee is required to be a member of the club or signed in as a visitor meeting legislated entry requirements.
2. The Employee is not permitted to be attired in any part of the Club's uniform. Covering the uniform with a jacket fully is acceptable.
3. Employees are not permitted to participate in Club promotions as per Club Policy.

Forms of gambling include, but are not limited to, poker machines, TAB and Keno. This policy does not prevent employees from attending the Club recreationally and using other Club facilities outside of their periods of work whilst maintaining compliance with all Club policies. The Club strongly encourages any employee who feels that gambling is becoming a problem for them to access confidential counselling assistance by contacting ClubSafe 1800 99 77 66 or the Club's Operations Manager

BREACH OF POLICY:

The Club has an obligation to consistently apply and enforce this policy. Likewise, staff must comply with this policy.

Any employee who breaches this policy shall be subject to counselling and/or disciplinary action, which may include termination of employment.

6 NSW LEGISLATION

Shoalhaven Heads Bowling & Recreation Club are 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.

Inducement

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 dockets
- 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:
 - For a hotel – an entry to the gaming room if the hotel has a gaming room, and
 - For a hotel – an entry into the room or area where gaming machines are located, and
 - For a registered club – an entry to a room or area where gaming machines are located.

Signage for cash dispensing facilities

Signage that advertises or gives direction to cash dispensing facilities must not be visible from:

- A gaming machine, and
- the gaming entry, which includes the room or area where gaming machines are located, and the hotel gaming room.

Gaming machine signage

Signage or advertising for gaming machines must not be:

- Visible from a cash dispensing facility
- Located on, or part of, a cash dispensing facilities, including on a digital display of a cash dispensing facility

A hotel or club must not display, or cause to be displayed, any gambling-related sign outside of in the vicinity or the premises, or inside the premises so that it can be seen from outside the premises.

A 'gambling-related sign' is a sign with anything that:

- draws attention to, or can be reasonably taken to draw attention to, the availability of gaming machines in a hotel or club premises, or
- Uses a term or expression frequently associated with gambling, or
- That relates to a gambling franchise or gambling business.

Gaming machine advertising

By law, hotels and clubs must not publish any gaming machine advertising. This means any advertising that gives publicity to, or promotes participation in gambling activities involving gaming machines.

Publish means to disseminate in any way, including:

- audio: radio
- visual: cinema, video, TV
- written: electronics, internet, promotional.

Advertising that is exempt from the ban includes:

- any advertising that appears in a gaming machine industry trade journal or in a publication for a trade convention involving gaming machines
- any advertising, including signage, that is inside a club or hotel and can't be seen or heard from outside the venue
- the approved name of a club if the name was being used as of 2 April 2002
- promotional material provided by a club-to-club members that contains gaming machine advertising – if the member has expressly consented to receiving the promotional material and that consent has not been withdrawn.

Promotional material sent by the club must advise the member that:

- their player activity statements are available on request
- they may withdraw their consent, or unsubscribe, to receiving any future promotional material.

It must also include information or advertising that is not gaming machine related.

6.1 Minors/Persons Under 18 Years

Shoalhaven Heads Bowling & Recreation Club is a licensed venue, and as such, no person under the age of 18 is permitted entry into any part of the Club, unless they are in the company of an adult or guardian.

Gambling by minors is prohibited. Failure to comply will result in the person being asked to leave.

Signs are displayed at all gaming room entrances banning minors from entering the room. All Shoalhaven Heads Bowling & Recreation Club employees share the responsibility for asking for proof of age if they are uncertain whether a customer is at least 18. If relevant verification cannot be produced, the customer will be asked to leave.

6.2 Financial Transactions & Prize Payments

Staff must award or pay a prize won on a gaming machine to a player who is entitled to the prize in accordance with the Gaming Machines Regulation 2019. The following requirements apply:

- Prizes may be paid as money or in a non-monetary form, but the prize winner must be given the choice to be paid money
- If a prize is awarded in money, the prize must be equal to (but not exceed) the value of the credits accumulated by the prize winner from playing the relevant gaming machine
- A non-monetary prize must not consist of or include:
 - Liquor in any form, or
 - Tobacco in any form, or
 - Knives or knife blades, or
 - Firearms or ammunition within the meaning of the Firearms Act 1996.

- If you offer non-monetary prizes, you must make the following information readily accessible in any area with gaming machines:
 - The nature or form of prizes offered
 - The terms on which the prizes are awarded or paid
 - The right of the prize winner to choose to receive money instead
 - Any option available to the prize winner to transfer a non-monetary prize for another non-monetary item or right
 - If the non-monetary prize will not be made within 48 hours of the request for the prize – the time in which the prize will be awarded.
- Monetary prizes must be paid within 48 hours of the request (note- any statewide links may have different rules)
- Non-monetary prizes must be awarded within 48 hours, or within the timeframe stated on the information made available to patrons.

Prizes over \$5,000

If a person claims a prize of more than \$5,000, the amount that exceeds \$5,000 must be paid within 48 hours in the off:

- Electronic Funds Transfer (EFT) to a nominated account - if those means are available – but no sooner than 24 hours after the prize is won.

If the total prize money is more than \$5,000 and the prize-winner requests to have the entire amount paid by EFT, not just the amount over \$5,000, you must do so.

If the prize is being paid through electronic transfer, the account must be with a financial institution, such as a bank.

Shoalhaven Heads Bowling & Recreation Club adhere to the strict rules and regulations relating to the positioning of ATMs and EFTPOS Terminals around the gaming floor.

Shoalhaven Heads Bowling & Recreation Club do not cash personal cheques for customers.

Shoalhaven Heads Bowling & Recreation Club has an in-house limit on cash payments for gaming machine winnings of \$5,000. Winnings \$5,000 and below can be claimed in either cash or EFT. This amount is below the amount listed above as the legal requirement enforced in NSW. Winnings will only be issued to the person playing the machine at the time of the win.

Shoalhaven Heads Bowling & Recreation Club has a payout limit of \$5,000 via Cash Redemption Terminals (CRTs).

Keno winnings up to \$5,000 will be issued in cash. Any winnings over \$5,000 are handled by Keno and the Club will be contacted to arrange remaining payment to the player as per Keno terms and conditions.

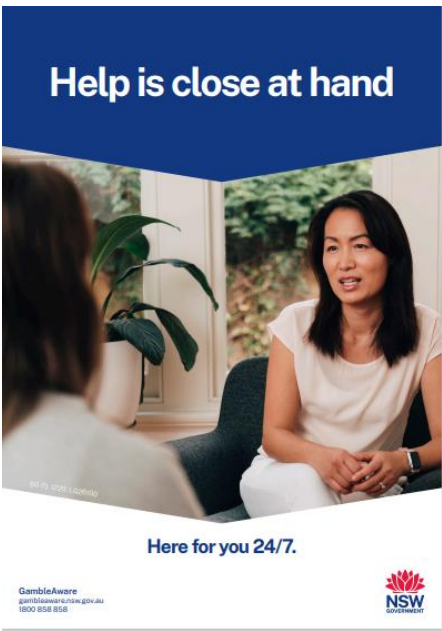
Appendix A provides a floor plan indicating the positioning of where all ATMs and CRTs are located within the venue.

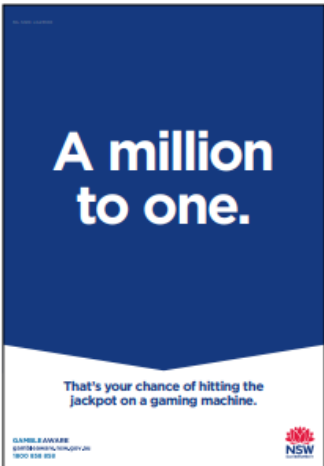
6.3 Venue Gambling Signage and Information

monthly internal signage checks are undertaken by our team at Shoalhaven Heads Bowling & Recreation Club using the Liquor & Gaming Self-Audit Checklist to ensure all gaming compliance signage, as outlined below, is up to date and maintained.

All advertising and promotions related to gaming undertaken within our Club comply with the Liquor & Gaming NSW advertising guidelines.

The following table outlines all of the current compliance signage requirements for Shoalhaven Heads Bowling & Recreation Club.

MANDATORY: SIGN 1G – Gambling Warning	
	<i>"What's gambling really costing you?"</i> This sign (or a variation of this sign) must be prominently displayed in each gaming area. This sign is displayed in the following locations: • Entry to gaming floor • Entry to outdoor gaming floor
MANDATORY: SIGN 5G – Gambling Counselling	
	<i>"Help is close at hand"</i> This sign (or a variation of this sign) must be prominently displayed in each gaming area. This sign is displayed in the following locations: • Entry to gaming floor • Entry to outdoor gaming floor

MANDATORY: SIGN 3G – Chances of Winning Sign	
	<i>"A million to one"</i> This sign (or a variation of this sign) must be prominently displayed in each gaming area. This sign is displayed in the following locations: • Entry to gaming floor • Entry to outdoor gaming floor
MANDATORY: BROCHURE 1 – Info about the odds – Betting on gaming machines	
	<i>"Info about the odds brochure"</i> These brochures must be prominently displayed and available in each area with gaming machines. <i>Translated versions are supplied to patrons from non-english speaking backgrounds upon request.</i> These brochures are displayed in the following locations: • Entry to gaming floor • Entry to outdoor gaming floor • Cashier service desk
MANDATORY: CONTACT CARD 2G – Self-Exclusion Contact Card	
	Contact cards are securely attached to or near 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 machines.
MANDATORY: STICKER 4G – Gambling Counselling Sticker	
	These stickers are prominently displayed on each gaming machine.

MANDATORY: PROBLEM GAMBLING MESSAGE	
Help is close at hand GambleAware gambleaware.nsw.gov.au 1800 858 858	This message is prominently displayed on or near all ATM's and Cash-Back Terminals. This message is displayed in the following locations: • ATM(s) • CRT(s) This message is also included on any player activity statements, all betting tickets, and all gaming machine tickets.
MANDATORY: SIGN 2L – No Under 18s	
 The image shows a rectangular sign with a red top half and a dark blue bottom half. In the red section, there is a white circle with a red diagonal line through it, and the word 'UNDER' above the number '18'. In the dark blue section, white text reads: 'No one under 18 is allowed in this area. It's against the law.' A small NSW logo is in the bottom right corner.	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. This sign is displayed in the following locations: • Entry to gaming floor • Entry to outdoor gaming floor

6.4 Signage Information

Shoalhaven Heads 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.

6.5 Player Activity Statements

Shoalhaven Heads Bowling & Recreation Club is required by law, to present members with a Player Activity Statement free of charge, should they request it. A Player Activity Statement shows, in a chosen month, the player's total amount of turnover, total wins and net expenditure, the total points earned and redeemed through the Club's rewards program as a result of playing gaming machines, the entire length of time the player's card was inserted into gaming machines, and gambling help information.

A Player Activity Statement can be requested at any time during trading hours, if you wish to request a player activity statement, please speak to a Operations Manager or Manager on duty.

6.6 Operating Hours

Shoalhaven Heads Bowling & Recreation Club is permitted to operate during the times listed below:

Trading Hours

Consumption on premises

Unrestricted on premises hours

Start date: 1/7/2008

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	

6.7 Gaming Shutdown Period

Shoalhaven Heads Bowling & Recreation Club is required by law to shut down their gaming floor operations for a minimum of 6 hours per 24-hour period, to facilitate machine audits and cleaning. Shoalhaven Heads Bowling & Recreation Club gaming machine shut down hours are identified below, meaning that gaming machines will not be operated within the times specified:

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

6.8 Gaming related licence conditions

Shoalhaven Heads Bowling & Recreation Club does not currently have any gaming related licence conditions in place.

6.9 Community Contributions

All licensed venues in NSW are required by law to return a minimum 2.25% percentage of all gambling profits which exceed one million dollars, to the community.

When required, Shoalhaven Heads Bowling & Recreation Club contributes the required amount or above every year, through ClubGRANTS and community contributions.

6.10 Venue Layout

A current plan of Shoalhaven Heads Bowling & Recreation Club showing the gaming machine areas and surrounding areas is attached as **Appendix A**.

The plan indicates the location of the:

- gaming rooms
- current layout of gaming machines
- cash dispensing facilities (being ATMs and CRTs)

This Gaming Management Plan, for the avoidance of doubt, does not need to be updated if there is a change to:

- the gaming machine layout within the gaming areas or CRT(s) location within the Club (subject to any applicable legislative requirements); or
- a change to the location of the ATM(s) within the non-gaming areas of the Club (subject to any applicable legislative requirements).

6.10.1 Review of Shoalhaven Heads Bowling & Recreation Club Gaming Plan of Management

This Gaming Plan of Management will be available to customers via the club's Website, Reception, Club App and noticeboard.

Staff must be familiar with the Gaming Plan of Management. All staff who work in the gaming room, gaming area, or with gaming machines, must regularly read this Gaming Plan of Management. Whenever there are changes to the Gaming Plan of Management, staff must read and familiarise themselves with the modified document. The Gaming Plan of Management must always be available and accessible to all staff.

This Gaming Plan of Management will be available to all staff via the Staff noticeboard, email and through HumanForce.

Appendix D provides a list of all staff who have read the Gaming Plan of Management.

The operation and effectiveness of this strategy is reviewed regularly. The review process includes an opportunity for feedback from all relevant stakeholders including venue staff, customers and problem gambling support services.

Shoalhaven Heads Bowling & Recreation Club welcomes feedback or complaints at any time by writing to:

Mail:

Nathan Bartley
Operations Manager
76 Shoalhaven Heads Road
Shoalhaven Heads NSW 2535

Email: nbartley@shbrc.com.au

Feedback and complaints will be recorded by Nathan Bartley.
If a response is required, this will be done within fourteen (14) days.

Anyone may make an anonymous complaint to Liquor & Gaming NSW about liquor or gaming law breaches. Complaints to Liquor & Gaming NSW can be made in the following ways:

Email: contact.us@liquorandgaming.nsw.gov.au

Phone: 1300 024 720

Website: [//www.liquorandgaming.nsw.gov.au/community-and-stageholders/have-your-say/complains/make-a-complaint](http://www.liquorandgaming.nsw.gov.au/community-and-stageholders/have-your-say/complains/make-a-complaint)

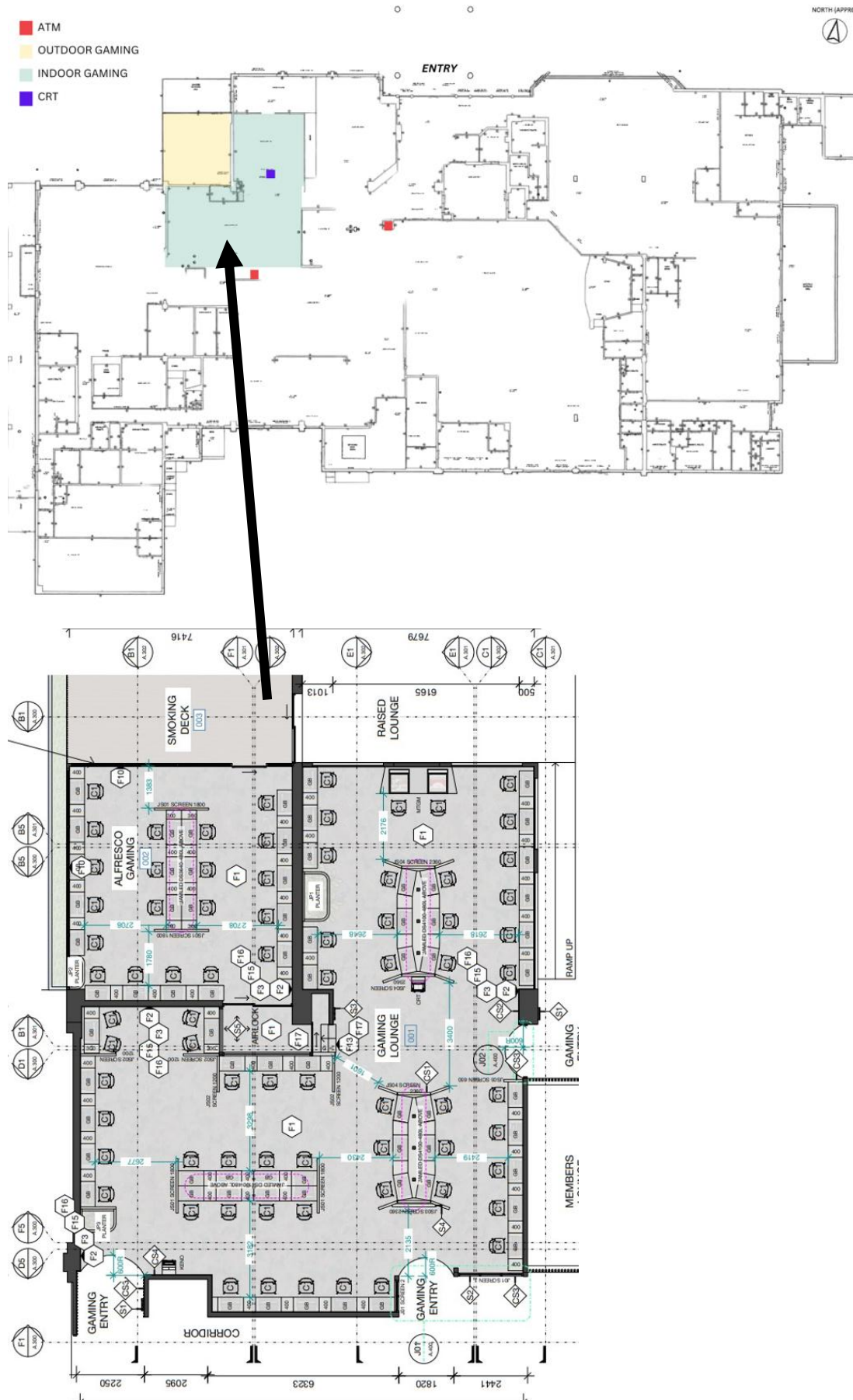
This Gaming Plan of Management must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at Shoalhaven Heads Bowling & Recreation Club, legislative changes or emerging risks.

6.11 Local Liquor Licensing Police Contact Details

Name: SC Alannah Jandzio
Contact Number: (02) 44 219 612
Station Name: Nowra Police Station
Station Address: 88 Plunkett Street
Nowra NSW 2541
Station Phone Number: (02) 44 219 612
Email: 41810@police.nsw.gov.au

This Gaming Plan of Management will be immediately produced for inspection upon request by NSW Police or L&GNSW inspectors.

7 APPENDIX A – FLOOR PLAN



8 APPENDIX B – WARNING SIGNS OF AT-RISK GAMBLING BEHAVIOURS AND HOW TO ACT ON THEM

GENERAL WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Starts gambling when the venue is opening, or only stops when the venue is closing <i>Gambles most days</i> <i>Behaviour during play</i> - Gambles on more than one machine at once - Rushes from one machine to another - Significant increase in spending pattern - Complains to staff about losing, or blames venue or machines for losing - Rituals or superstitious behaviours (rubbing or talking to machine)	<i>Money</i> - Asks to change large notes before gambling	On their own, these may be early warning signs. A patron showing several of these signs could be at risk of gambling harm. - Monitor the patron's behaviour. - If you notice a patron who is showing two or more of these signs, record what you have noticed and tell your manager.
PROBABLE WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Finds it difficult to stop gambling at closing time <i>Behaviour during play</i> - Often gambles for long periods (three or more hours) without a proper break - Plays very fast - Gambles intently without reacting to what's going on around them	<i>Money</i> - Gets cash out more than once through ATM or EFTPOS - Avoids cashier, and only uses cash facilities - Puts large wins back into the machine - EFTPOS repeatedly declined <i>Social behaviours</i> - Becomes angry or stands over others if someone takes their favourite machine/ spot	A patron showing any of these signs is much more likely to be at risk of gambling harm. - Monitor the patron's behaviour. - Record what you have noticed and tell your manager, who will speak with the patron. - If a patron shows two or more of these warning signs, follow the steps for strong warning signs (below).
STRONG WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Gambles from opening to closing <i>Behaviour during play</i> - Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)	<i>Money</i> - Tries to borrow money from other patrons or staff <i>Social behaviours</i> - Tells staff that gambling is causing them challenges. - Significant decline in personal grooming and/or appearance over several days - Friends or family raise concerns - Tries to hide their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there)	A patron showing any of these warning signs is probably at risk of gambling harm. - Monitor the patron's behaviour - Record what you have noticed, and tell your manager, who will speak with the patron, refer them to support and counselling services, offer them the opportunity to self-exclude.

Source: Developed by the Office of Responsible Gambling, based on international and Australian best practice and informed by key research, including Delfabbro, P., Thomas, A. and Armstrong, A.R. (2016), 'Observable indicators and behaviours for the identification of problem gamblers in venue environments', *Journal of Behavioral Addiction*, 0, 1–10. DOI: 10.1556/2006.5.2016.065; and Thomas, A., Delfabbro, P. and Armstrong, A.R. (2014), 'Validation study of in-venue problem gambler indicators', report prepared for Gambling Research Australia

9 APPENDIX C – RECORD OF STAFF COMPETENCIES

[illegible]

10 APPENDIX D – RECORD OF GPOM ACKNOWLEDGEMENT

By signing below, you acknowledge that you have read and understood the information provided in this Gaming Plan of Management.

[illegible]

11 APPENDIX E – LIQUOR LICENCE



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 20 July 2026

Licence number: LIQC300244830
Licence name: Shoalhaven Heads Bowling & Recreation Club Limited
Licence type: Liquor - club licence
Licence sub-type: N/A
Licence status: Current
Duration: Unlimited duration
Licence start date: 23/09/1970
Licence expiry date:

Licensee

Organisation name: SHOALHAVEN HEADS BOWLING & RECREATION CLUB LTD
ABN: 71 000 620 431 ACN:
Phone - daytime: 02 4448 7154 Fax number: 02 4448 8162
Email address: admin@shbrc.com.au
Website:
Business address: 76 Shoalhaven Heads Rd SHOALHAVEN HEADS NSW 2535
Postal address: 76 Shoalhaven Heads Rd SHOALHAVEN HEADS NSW 2535
Start date: 23/09/1970

Secretary

Title: Mr
Surname: McCallum
Given name: Douglas
Middle name: David
Start date: 03/05/2024

Manager

Title: Mr
Surname: McCallum
Given name: Douglas
Middle name: David
Start date: 03/05/2024

Independent Liquor & Gaming Authority

Contact Person

Title: Mr
Surname: McCallum
Given name: Douglas
Middle name: David
Phone - daytime:
Mobile: 0412147060 **Fax number:**
Email address: dmccallum@shbro.com.au
Start date: 03/05/2024

Premises

Address: 76 Shoalhaven Heads Rd SHOALHAVEN HEADS NSW 2535
LGA: Shoalhaven
SA2: Berry - Kangaroo Valley
Start date: 23/09/1970

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

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	

Independent Liquor & Gaming Authority

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
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:	04/03/2016		

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. 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:	3010		
Condition:	Whole of the licensed premises excluding the Gaming, Sports Lounge and Bar areas.		
Start date:	18/09/2020		

Premises owner

Organisation name:	SHOALHAVEN HEADS BOWLING & RECREATION CLUB LTD		
ABN:	71 000 620 431	ACN:	
Phone - daytime:	02 4448 7154	Fax number:	02 4448 8162
Email address:	admin@shbrc.com.au		
Website:			
Business address:	76 Shoalhaven Heads Rd SHOALHAVEN HEADS NSW 2535		
Postal address:	76 Shoalhaven Heads Rd SHOALHAVEN HEADS NSW 2535		
Start date:	01/07/2008		

Gaming machine details

Area cap applies to Berry - Kangaroo Valley

LGA classification: Country

Licence number: LIQC300244830

Date Printed: 20/07/2026

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Independent Liquor & Gaming Authority

SA2 band:	1
Gaming machine entitlements (GME):	72
Gaming machine entitlements leased out:	0
Gaming machine entitlements leased in:	0
Poker machine permits (PMP):	0
Unfulfilled quotas:	0
Gaming machine threshold:	72
Maximum gaming machine authorisations allowed:	72
Net GME (Gaming machine entitlements held on premises):	72

(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.

12 APPENDIX F – NOTES