

STAFF TRAINING

Our staff during their induction process are given copies of our Responsible Gambling Policy and in addition staff are strongly encouraged, particularly gaming staff, to complete Responsible Gambling training with an accredited training provider. Finally staff are provided with information on our exclusion processes. Staff have also been advised not to encourage patrons to provide them with gratuities.

MINORS

Broncos Leagues Club prohibits persons under 18 years of age from entering the gaming room and does not allow minors to participate in gambling activities. In addition our kids room is a safe and suitable environment that is operated in accordance with Queensland legislation.

RESPONSIBLE SERVICE OF ALCOHOL

Our staff are committed to the Responsible Service of Alcohol at all times and are all trained in this area. In addition our management team has completed Responsible Management of a Licensed Venue training. Patrons who are unduly intoxicated are not permitted to remain on our premises under any circumstances.

PASSAGE OF TIME

Practices have been implemented to ensure patrons are aware of the passage of time whilst they are gambling. Most of our gaming machines display the time and in addition clocks are also located in our gaming room. Extended, intensive and repetitive play is not encouraged.

FINANCIAL TRANSACTIONS

ATM's at Broncos Leagues Club are not provided within our gaming room to maintain responsible gambling. In addition credit betting is not permitted. Finally, winnings above \$3,000 are paid via a cheque and are not permitted to be cashed until the next day or within 24 hours of the win.

ADVERTISING AND PROMOTIONS

Broncos Leagues Club ensures its advertising and promotions are delivered in a responsible manner with consideration given to the potential impact on people adversely affected by gambling.

FURTHER INFORMATION

For further information on the Queensland Responsible Gambling Code of Practice
Colleen Stormont
Customer Liaison Officer
colleens@broncosleagues.com.au

or

Bob Cutmore
Chief Operating Officer
robertc@broncosleagues.com.au

Broncos Leagues Club
Fulcher Road
RED HILL 4059
Telephone 107) 3858 9003
Facsimile 107) 3858 9070
www.broncosleagues.com.au

Office of Liquor, Gaming and Racing
Locked Bag 180
CITY EAST 4002
Telephone 107) 3872 0999
Facsimile 107) 3872 0998
www.responsiblegambling.qld.gov.au



98 Fulcher Rd, Red Hill QLD 4059 p. 07 3858 9000
broncosleagues.com.au



**BRONCOS
LEAGUES
CLUB
RESPONSIBLE
GAMING**

CODE OF PRACTICE SUMMARY

OUR MISSION STATEMENT

'Broncos Leagues Club is committed to ethical and responsible behaviour that recognizes the importance of our members and guests and patrons' wellbeing with a focus on minimising the potential harm of gambling.'

WHAT IS PROBLEM GAMBLING?

Problem gambling exists when gambling activity results in a range of adverse consequences where:

- The safety and wellbeing of gambling customers and/or their families and friends are placed at risk; and/or
- Negative impacts extend to the broader community.

SIGNS OF PROBLEM GAMBLING

According to the official Government statistics less than 0.5% of the adult population are problem gamblers, however, Broncos Leagues Club would like this figure to reduce even more. Experiencing something the same or similar to items on the list below might be a sign of problem gambling.

- Gambling to avoid dealing with problems or disappointments
- Skipping work or study to gamble
- Spending more time gambling than with family and friends
- Thinking about gambling every day
- Gambling to win money, not just for fun
- Gambling to win back money lost by gambling
- Feeling depressed because of gambling
- Lying or keeping secrets about gambling
- Borrowing money to gamble
- Arguing with family and friends about gambling
- Gambling for longer periods of time than originally planned
- Gambling until every dollar is gone
- Losing sleep due to thinking about gambling
- Not paying bills and using the money for gambling instead
- Trying to stop gambling, but can't
- Becoming moody when trying to stop or cut down on gambling
- Trying to increase the excitement of gambling by placing bigger bets
- Breaking the law to get money to gamble

WHAT IS RESPONSIBLE GAMBLING?

Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimized and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of the collective actions and shared ownership by individuals, communities, the gambling industry and the Government to achieve outcomes that are socially responsible and responsive to community concerns.

OUR COMMITMENT TO YOU

Broncos Leagues Club is committed to educating our patrons and employees on responsible gambling. In addition to education we are committed to promoting awareness of responsible gambling and making available brochures, fact sheets and Gambling Help Line information throughout our venue and on our website. Our goal always is to provide an entertainment venue that is safe for our patrons and as a result we will strive for best practice in the provision of responsible gambling to minimise the potential harm to individuals.

PROVISION OF INFORMATION

Broncos Leagues Club will provide information to their patrons to assist them to make informed decisions about their gambling. This information includes but is not limited to the display of our mission statement, the installation and availability of responsible gambling point of sale throughout the venue and near ATM's, the availability of our Responsible Gambling Policy upon request from our Customer Liaison Officer, odds on winning information and our financial transactions procedures.

GAMBLING HELPLINE

The Gambling Helpline is a free and confidential 24 hour service for anyone who is being affected by gambling. The Gambling Helpline help can provide help over the telephone or arrange an appointment at the nearest Gambling Help service for face to face counselling. This service is available for individuals, groups or families. Financial and relationship counselling is also available, as are interpreters for non-English speaking patrons.

CUSTOMER SUPPORT

Broncos Leagues Club has a fully qualified customer liaison officer to assist patrons with gambling related problems or to access referrals to local gambling support services. To make contact with our customer liaison officer, Colleen Stormont you can call (07) 3858 9055 or via colleens@broncosleagues.com.au

CUSTOMER COMPLAINTS

Should you have a complaint that relates to gambling and responsible gambling please make your complaint directly in writing to:

Bob Cutmore
Chief Operating Officer
Broncos Leagues Club
Fulcher Road
RED HILL 4059

Alternatively complaints can be made in person, or email via geoffk@broncosleagues.com.au In the event that a complaint cannot be resolved internally, patrons are able to discuss this complaint with the Office of Liquor, Gaming and Racing.

EXCLUSIONS

There are two types of exclusions available to patrons who may be experiencing gambling related problems. Self exclusions can be completed by the patron by simply contacting our Customer Liaison Officer and are generally effective immediately the appropriate paperwork is completed. The second type of exclusion is the venue initiated exclusion which occurs when the venue decides to exclude a patron because they believe, on reasonable grounds, they are a problem gambler.

Exclusions remain in place for 5 years, however, they can be revoked after a period of 12 months via our Customer Liaison Officer. Patrons who are excluded, depending on the level of their exclusion are not permitted to enter Broncos Leagues

Club, play gaming machines or place a bet on Keno or the TAB. Patrons who breach their exclusion may face prosecution in court and fines up to \$3,000. Player Rewards benefits cease immediately for excluded patrons and they will also be removed from mailing lists used for marketing purposes.