



Diggers Services Club

Responsible Service of Gaming Policy

Diggers Services Club is an industry leader in the provision of entertainment and as such it is our goal to make your visit to the club memorable. Gaming is offered as part of our overall entertainment package. We are concerned however, if a patron involves themselves in gaming to the extent that it may become harmful, and as such we believe that the implementation of a sound responsible service of gaming is important not only to Diggers Services Club and its members but to the community as a whole.

The Board and Management of Diggers Services Club makes a commitment to responsibly operate gaming machines in a safe environment for all patrons and the local community, and at all times protect the interest of all players.

1. Diggers Services Club will conduct all aspects of its business in a professional and responsible manner and will uphold its commitment to the provision of responsible service of gaming.
2. Gaming machines will be maintained in premium condition for members' and unplayable machines will be clearly marked.
3. We will ensure that management and all staff are familiar with and abide by all relevant government legislation.
4. Diggers Services Club will maintain its commitment to training and staff development in all aspects of club operations with particular regard to those areas that effect, either directly or indirectly, our patrons and their families such as the responsible service of gaming. Staff will be continually assisted and encouraged to update and further their training in these areas.
5. Diggers Services Club employees are not counselors, however any patron experiencing difficulty in coping with a gambling problem will be given confidential assistance in seeking professional counseling through one of the following organisations:
 - a. Break Even
 - b. Gamblers Anonymous
 - c. The Salvation Army
 - d. Lifeline
6. Responsible Gaming Liaison; Diggers Services Club has designated a senior member of staff to be the contact point should a patron express concern about their gambling. Their duties include patron care, provision of training, education and the management of self-exclusion deeds and barring procedures.

The responsible gaming liaison will conduct themselves in a highly professional manner and will deal with each case in the strictest of confidence.

Name: Christie McIlroy
Position: General Manager,
Customer Liaison Officer

Location: Admin
Telephone: 33873111
7. Diggers Services Club support a policy of self-exclusion. Should a player wish to exclude themselves from gaming and or the premises entirely, the gaming liaison will provide all the necessary documentation (such as self-exclusion deed) and will provide information on the implications of such proceedings as well as the required information on self-help and counseling agencies as mentioned before. If a patron does self-exclude staff will actively seek to exclude this person from gaming.

S621 of the gaming act 1991 requires that a person wishing to self-exclude must do so for a period of not less than one month.

8. Diggers Services Club will continue to prohibit minors from gaming and bar areas.
9. Diggers Services Club will not lend money for the purpose of gambling.
10. Automatic Teller Machines (ATM's) will not be located in our gaming area and will be limited to savings and cheque accounts only. Only \$5000 will be paid in cash for any prize won on a gaming machine. Any amount over \$5000 will be paid by cheque within 24 hours and will not be cashed.
11. Diggers Services Club reserves the right to refuse payment of any prize.
12. Diggers Services Club respects the confidentiality of all gaming patrons.
13. No poker machines will be used for gambling outside trading hours.
14. Employees of Diggers Services Club are not permitted to play the gaming machines. Board members who hold a Machine Gaming License are also not permitted to play poker machines at any time.
15. Any member or visitor causing damage to any poker machine is liable for costs or repair for the machine.
16. Any member or visitor found to be cheating or manipulating poker machines will be removed from the premises and is liable under the Machine Gaming Act 1991.
17. A machine manager may determine that one gaming machine may only be played by a person at the same time.
18. A gaming machine may be reserved by a person without play for a maximum period of three (3) minutes, **unless official Digger's signage indicates otherwise.** After that period a person may report the unattended machine to a Machine Manager who will page the player to return to the numbered machine. Should the player not return within three (3) minutes unless otherwise signed) the Machine Manager will return the machine to the vacant position. Any credits on the machine will be registered in the manual payment register as unclaimed and if not claimed within 24 hours will be banked in the gaming machine account as unclaimed credits. Members may also use the EZYBREAK system to reserve machines. The same conditions apply.
19. Should a patron have a concern or query they should contact a member of management who will endeavor to assist to their best discretion. If an issue is not addressed or resolved satisfactorily the patron concerned has the option of contacting OLGR in writing.

This policy will be adopted by all staff and management in the best interest of all patrons.