

# MURRAY DOWNS GOLF & COUNTRY CLUB

## GAMING PLAN OF MANAGEMENT

<b>Version</b>	<b>Date</b>	<b>Approved By</b>	<b>Next Review Date</b>
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## 1. INTRODUCTION

Murray Downs Golf & Country Club is committed to responsible gambling and as such have developed a plan of management in consultation with Murray Downs Golf & Country 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:  
Murray Downs Golf & Country Club (LIQC324001576)  
Golf Club Drive, Murray Downs NSW 2734

A copy of this document can be found on the Club website and in-house upon request.

Murray Downs Golf & Country Club is located in the SA2 of Deniliquin Surrounds, which at the time of updating is a Band 2 and is licenced to operate 91 gaming machines. Murray Downs Golf & Country Club is currently operating 91 EGMs.

For more information, please email [gaminginfo@mdclubs.com.au](mailto:gaminginfo@mdclubs.com.au)

## 2. ClubSAFE MEMBER

Murray Downs Golf & Country 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.

## 3. OUR VENUE

Murray Downs Golf & Country Club has an electronic gaming system 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.

Murray Downs Golf & Country Club has CCTV cameras located at the entrance to the venue, the entrances to the gaming floor and throughout the gaming floor.

Murray Downs Golf & Country Club offers 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.

Murray Downs Golf & Country 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.

Murray Downs Golf & Country Club takes the issue of responsible gambling very seriously and actively promote the following initiatives to ensure all patrons to our Club are aware of such services available to them.

### **4.1 Self-Exclusion**

The 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. Murray Downs Golf & Country 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 Duty Manager at the Club or by contacting a gambling help counsellor.

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.

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 venues have processes in place to help them honour that commitment.

If a patron breaches their self-exclusion, it is reported through the MVSE program for assessment by trained counsellors. Murray Downs Golf & Country Club is considering procuring facial recognition technology to assist in identifying self-excluded patrons entering the premises.

Murray Downs Golf & Country Club has an electronic sign in system 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 self-exclude by speaking to a Duty Manager at the Club or by contacting a gambling help counsellor.

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.

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

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

#### 4.3 Counselling Services

As required by law, Murray Downs Golf & Country 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. Murray Downs Golf & Country Club will display information about local support services in strategic locations, on the gaming floor and on digital displays where appropriate.

#### **4.4 Welfare Checks**

Murray Downs Golf & Country 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 Duty Manager 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 our 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.

#### **4.5 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 Duty Manager and/or the Responsible Gambling Officer.

GENERAL WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> <li>Starts gambling when the venue is opening, or only stops when the venue is closing</li> </ul> <p>Gambles most days</p> <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> <li>Gambles on more than one machine at once</li> <li>Rushes from one machine to another</li> <li>Significant increase in spending pattern</li> <li>Complains to staff about losing, or blames venue or machines for losing</li> <li>Rituals or superstitious behaviours (rubbing or talking to machine)</li> </ul>	<p><i>Money</i></p> <ul style="list-style-type: none"> <li>Asks to change large notes before gambling</li> <li>Uses coin machine at least four times</li> </ul>	<p>On their own, these may be early warning signs. A patron showing several of these signs could be experiencing problems with gambling.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour.</li> <li>If you notice a patron who is showing two or more of these signs, record what you have noticed and tell your manager.</li> </ul>
PROBABLE WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> <li>Finds it difficult to stop gambling at closing time</li> </ul> <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> <li>Often gambles for long periods (three or more hours) without a proper break</li> <li>Plays very fast</li> <li>Gambles intently without reacting to what's going on around them</li> </ul>	<p><i>Money</i></p> <ul style="list-style-type: none"> <li>Gets cash out more than once through ATM or EFTPOS</li> <li>Avoids cashier, and only uses cash facilities</li> <li>Puts large wins back into the machine</li> <li>EFTPOS repeatedly declined</li> </ul> <p><i>Social behaviours</i></p> <ul style="list-style-type: none"> <li>Becomes angry or stands over others if someone takes their favourite machine/spot</li> </ul>	<p>A patron showing any of these signs is much more likely to be experiencing problems with gambling.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour.</li> <li>Record what you have noticed and tell your manager, who will speak with the patron.</li> <li>If a patron shows <b>two or more</b> of these warning signs, follow the steps for <b>strong</b> warning signs (below).</li> </ul>
STRONG WARNING SIGNS		WHAT TO DO
<p><i>Length of play</i></p> <ul style="list-style-type: none"> <li>Gambles from opening to closing</li> </ul> <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> <li>Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)</li> </ul>	<p><i>Money</i></p> <ul style="list-style-type: none"> <li>Tries to borrow money from other patrons or staff</li> </ul> <p><i>Social behaviours</i></p> <ul style="list-style-type: none"> <li>Tells staff that gambling is causing them problems</li> <li>Significant decline in personal grooming and/or appearance over several days</li> <li>Friends or family raise concerns</li> <li>Tries to hide their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there)</li> </ul>	<p>A patron showing <b>any</b> of these warning signs is probably experiencing problems with gambling.</p> <ul style="list-style-type: none"> <li>Monitor the patron's behaviour</li> <li>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.</li> </ul>

**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, Duty Manager/Supervisor, or other Senior Staff Members.

## 5 OUR TEAM

Murray Downs Golf & Country 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

Murray Downs Golf & Country 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**
- Compliance Officer 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 Licensee, Responsible Gaming Officers and any staff employed to undertake the management of gaming machines are required to participate in Advanced RCG training.

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 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 B 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.

## 5.2 Responsible Gambling Officer

5.2.1 The Licensee 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 The Licensee 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 Duty 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.

### 5.3 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 10
  - 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. Murray Downs Golf & Country 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 Murray Downs Golf & Country Club keeps a digital incident register, Cherry Check.
- 5.3.3 The licensee 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

Murray Downs Golf & Country 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.

Murray Downs Golf & Country 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.

## 6 NSW LEGISLATION

The venue is 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 docketts
- 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 at 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

Murray Downs Golf & Country 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 Murray Downs Golf & Country 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 prizewinner 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 prizewinner 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 prizewinner to choose to receive money instead
  - Any option available to the prizewinner 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 one of two ways:

- crossed cheque made payable to the prize winner - clearly marked with the words: Prize-winning cheque – cashing rules apply.
- 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 crossed cheque or 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.

Murray Downs Golf & Country Club adhere to the strict rules and regulations relating to the positioning of ATM and EFTPOS Terminals around the gaming floor.

Murray Downs Golf & Country Club does cash cheques for customers. Cheque cashing rules apply.

Murray Downs Golf & Country 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, cheque 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.

The Cash Redemption Terminals (CRTs) are set up with a limit of \$2,000 per payment. All winnings over this amount need to be paid via the cashier with staff interaction.

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.

TAB winnings are paid by cash or into the players account as per TAB terms and conditions.

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




### **6.3 Venue Gambling Signage and Information**

Monthly internal signage checks are undertaken by our team at Murray Downs Golf & Country 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 Murray Downs Golf & Country Club.

<p><b>MANDATORY: SIGN 1G – Gambling Warning</b></p>	
<p>The sign features a blue header with the text "What's gambling really costing you?". Below is a photograph of a young girl smiling. At the bottom, it says "More than you think." and includes the NSW logo and contact information for Gambling Awareness.</p>	<p><i>"What's gambling really costing you?"</i></p> <p>This sign (or a variation of this sign) must be prominently displayed in each gaming area.</p> <p>This sign is displayed in the following locations at Murray Downs Golf &amp; Country Club:</p> <ul style="list-style-type: none"> <li>• Cashier</li> <li>• Cash Redemption Terminal 1</li> <li>• Cash Redemption Terminal 2</li> <li>• Outdoor Gaming Area</li> </ul>
<p><b>MANDATORY: SIGN 5G – Gambling Counselling</b></p>	
<p>The sign features a blue header with the text "Help is close at hand". Below is a photograph of a woman sitting and talking to someone. At the bottom, it says "Here for you 24/7." and includes the NSW logo and contact information for Gambling Awareness.</p>	<p><i>"Help is close at hand"</i></p> <p>This sign (or a variation of this sign) must be prominently displayed in each gaming area.</p> <p>This sign is displayed in the following locations at Murray Downs Golf &amp; Country Club:</p> <ul style="list-style-type: none"> <li>• CRTs &amp; Cashier</li> <li>• Main Bar</li> <li>• Reception &amp; Bistro</li> <li>• Outdoor Gaming Area</li> </ul>
<p><b>MANDATORY: SIGN 3G – Chances of Winning Sign</b></p>	
<p>The sign features a blue background with the text "A million to one." in large white letters. Below it, it says "That's your chance of hitting the jackpot on a gaming machine." and includes the NSW logo and contact information for Gambling Awareness.</p>	<p><i>"A million to one"</i></p> <p>This sign (or a variation of this sign) must be prominently displayed in each gaming area.</p> <p>This sign is displayed in the following locations at Murray Downs Golf &amp; Country Club:</p> <ul style="list-style-type: none"> <li>• Cashier</li> <li>• Café Entrance</li> <li>• Outdoor Gaming Area</li> </ul>

MANDATORY: BROCHURE 1 – Info about the odds – Betting on gaming machines	
	<p><i>"Info about the odds brochure"</i></p> <p>These brochures must be prominently displayed and available in each area with gaming machines.</p> <p>Translated versions are supplied to patrons from non-english speaking backgrounds upon request.</p> <p>These brochures are displayed in the following location/s at Murray Downs Golf &amp; Country Club:</p> <ul style="list-style-type: none"> <li>• Cash Redemption Terminal 1</li> <li>• Cashier</li> <li>• TAB &amp; Main Bar</li> </ul>
MANDATORY: CONTACT CARD 2G – Self-Exclusion Contact Card	
	<p>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.</p>
MANDATORY: STICKER 4G – Gambling Counselling Sticker	
	<p>These stickers are prominently displayed on each gaming machine.</p>
MANDATORY: PROBLEM GAMBLING MESSAGE	
<p><b>Help is close at hand</b>  <b>GambleAware</b>  <b>gambleaware.nsw.gov.au</b>  <b>1800 858 858</b></p>	<p>This message is prominently displayed on or near all ATM's and Cash-Back Terminals.</p> <p>This message is displayed in the following location/s at Murray Downs Golf &amp; Country Club:</p> <ul style="list-style-type: none"> <li>• CRTs and ATM</li> <li>• Outdoor Gaming Area</li> </ul> <p>This message is also included on any player activity statements, all betting tickets, and all gaming machine tickets.</p>



MANDATORY: SIGN 2L – No Under 18s	
	<p>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.</p> <p>This sign is displayed in the following location/s at Murray Downs Golf &amp; Country Club:</p> <ul style="list-style-type: none"> <li>• Reception to Gaming Entry</li> <li>• Bar Entry</li> <li>• Café to Gaming Entry</li> <li>• Bistro to Gaming Entry</li> </ul>

#### 6.4 Player Activity Statements

Murray Downs Golf & Country 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 supervisor or manager on duty.

#### 6.5 Operating Hours

Murray Downs Golf & Country 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	

All venues are 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. Murray Downs Golf & Country 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**

<b>Day</b>	<b>Start Time</b>	<b>End Time</b>
Monday	03:00 AM	- 09:00 AM
Tuesday	03:00 AM	- 09:00 AM
Wednesday	03:00 AM	- 09:00 AM
Thursday	03:00 AM	- 09:00 AM
Friday	03:00 AM	- 09:00 AM
Saturday	03:00 AM	- 09:00 AM
Sunday	03:00 AM	- 09:00 AM
Public holiday	04:00 AM	- 10:00 AM

## **6.6 Gaming related licence conditions**

Murray Downs Golf & Country Club does not currently have any gaming related licence conditions in place.

## **6.7 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.

Murray Downs Golf & Country Club contributes the required amount or above every year, through ClubGRANTS and community contributions.

## **6.8 Venue Layout**

A current plan of Murray Downs Golf & Country 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 ATM and CRT)

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

## **6.9 Review of Murray Downs Golf & Country Club’s Gaming Plan of Management**

This Gaming Plan of Management will be available to customers on the Club website and in-house upon request.

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 email, Microsoft Teams and a hard copy in the bar/cashier area.

Appendix C 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.

Murray Downs Golf & Country Club welcome feedback or complaints at any time by writing to:

**Mail:** Greg Ferguson  
Murray Downs Golf & Country Club  
Golf Club Drive  
Murray Downs NSW 2734  
**Email:** [gaminginfo@mdclubs.com.au](mailto:gaminginfo@mdclubs.com.au)

Feedback and complaints will be recorded by Greg Ferguson. If a response is required, this will be done within fourteen 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](mailto: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 Murray Downs Golf & Country Club, legislative changes or emerging risks.

## 6.10 Local Liquor Licensing Police Contact Details

Name: Sgt Tennille Doolan  
Contact Number: (02) 6023 9299  
Station Name: Albury Police Station  
Station Address: 539-543 Olive Street, Albury NSW 2640  
Station Telephone Number: (02) 6023 9299  
Email: [mrpdlic@police.nsw.gov.au](mailto:mrpdlic@police.nsw.gov.au)

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







## 10 APPENDIX D – 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 10 May 2022

**Licence number:** LIQC324001576  
**Licence name:** Murray Downs Golf & Country Club Ltd  
**Licence type:** Liquor - club licence  
**Licence sub-type:** N/A  
**Licence status:** Current  
**Duration:** Unlimited duration  
**Licence start date:** 13/09/1988  
**Licence expiry date:**

#### Licensee

**Organisation name:** MURRAY DOWNS GOLF & COUNTRY CLUB LTD  
**ABN:** 46 003 382 947 **ACN:**  
**Phone - daytime:** 0350331422 **Fax number:**  
**Email address:** clubinfo@mdclubs.com.au  
**Website:**  
**Business address:**  
**Postal address:** PO Box 496 SWAN HILL VIC 3585  
**Start date:** 13/09/1988

#### Manager

**Title:** Mr  
**Surname:** Roberts  
**Given name:** Gregory  
**Middle name:** Francis  
**Start date:** 28/11/2008

#### Contact Person

**Title:** Mr  
**Surname:** Roberts  
**Given name:** Gregory  
**Middle name:** Francis  
**Phone - daytime:**  
**Mobile:** 0438331426 **Fax number:**  
**Email address:** ceo@mdclubs.com.au  
**Start date:** 28/11/2008

**Licence number:** LIQC324001576

**Date Printed:** 10/05/2022

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## Independent Liquor &amp; Gaming Authority

**Premises**

**Address:** Moulamein & Swan Hill Rds MURRAY DOWNS NSW 2734  
**Phone number:** 03 5033 1422 **Fax number:** 03 5033 1423  
**Email address:**  
**Website:**  
**LGA:** Murray River  
**ABS SLA:** Deniliquin Region  
**Start date:** 13/09/1988

**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

**Consumption on premises - Temporary Outdoor Area (Alfresco)**

Day	Start Time	End Time	Start Date	End Date
Monday	10:00 AM	- 10:00 PM	16/11/2021	30/06/2022
Tuesday	10:00 AM	- 10:00 PM	16/11/2021	30/06/2022
Wednesday	10:00 AM	- 10:00 PM	16/11/2021	30/06/2022
Thursday	10:00 AM	- 10:00 PM	16/11/2021	30/06/2022
Friday	10:00 AM	- 12:00 midnight	16/11/2021	30/06/2022
Saturday	10:00 AM	- 12:00 midnight	16/11/2021	30/06/2022
Sunday	10:00 AM	- 10:00 PM	16/11/2021	30/06/2022

**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

**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](http://www.liquorandgaming.nsw.gov.au).

Additional licence conditions.

**Condition type:** Condition **Condition source:** Authority  
**Reference:** 220  
**Condition:** Brass railing to be erected along the line of the operable wall and posting of appropriate signs indicating minors not permitted past that point.  
**Start date:** 01/07/2008

## Independent Liquor &amp; Gaming Authority

**Condition type:** Condition **Condition source:** Authority  
**Applies to:** Club functions authorisation  
**Reference:** 230  
**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:** 340  
**Condition:** Whole of licensed premises excluding Gaming Room.  
**Start date:** 01/07/2008

**Condition type:** Condition **Condition source:** Authority  
**Reference:** 2855  
**Condition:** Temporary outdoor dining  
 i. Food must be available to patrons within the outdoor dining area at all times that the area is operating.  
 ii. A copy of the approved plan of the licensed boundary must be made immediately available for inspection by a police officer, council officer or Liquor & Gaming NSW Inspector upon request.  
 iii. The licensee must not increase the patron capacity which applied to the licensed premises before this approval was granted.  
 iv. Despite any other trading hours on the licence, trading hours in the alfresco dining area may not exceed 10pm Sunday to Thursday or 12am Friday and Saturday.  
 v. This temporary change to boundary will automatically lapse on 30 June 2022 and may be revoked earlier by Liquor & Gaming NSW.  
 vi. The licensee may sell alcohol from the indoor area of the premises to patrons using the temporary outdoor dining area provided that the Licensee ensures drinks are only consumed within the licensed areas.  
 vii. Gaming machines are not permitted in the temporary outdoor area.  
**Start date:** 09/04/2022 **End date:** 30/06/2022

**Premises owner**

**Organisation name:** MURRAY DOWNS GOLF & COUNTRY CLUB LTD  
**ABN:** 46 003 382 947 **ACN:**  
**Phone - daytime:** 0350331422 **Fax number:**  
**Email address:** clubinfo@mdclubs.com.au  
**Website:**  
**Business address:**  
**Postal address:** PO Box 496 SWAN HILL VIC 3585  
**Start date:** 01/07/2008



Independent Liquor & Gaming Authority

**Gaming machine details**

<b>LGA classification:</b>	Country
<b>Band:</b>	2
<b>Gaming machine threshold:</b>	91
<b>Gaming machine entitlements:</b>	91
<b>Maximum gaming machine authorisations allowed:</b>	91

There are no current quotas for this licence

**Gaming machine shutdown hours**

<b>Day</b>	<b>Start Time</b>	<b>End Time</b>
Monday	03:00 AM	- 09:00 AM
Tuesday	03:00 AM	- 09:00 AM
Wednesday	03:00 AM	- 09:00 AM
Thursday	03:00 AM	- 09:00 AM
Friday	03:00 AM	- 09:00 AM
Saturday	03:00 AM	- 09:00 AM
Sunday	03:00 AM	- 09:00 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.