

## Responsible Gambling

### Our Commitment

Everglades Country Club recognises the responsibility that comes with operating gaming facilities, including gaming machines, TAB and Keno, in New South Wales.

We are committed to providing a safe, balanced, and enjoyable environment where gaming is offered as entertainment. Through strong harm minimisation practices and staff training, we aim to support the wellbeing of our members, guests, and the wider community.

### Responsible Gambling in Practice

We take a proactive and responsible approach to gambling by:

- Promoting responsible play across all gaming areas
- Providing clear access to support services and information
- Training staff to recognise and respond to signs of gambling-related harm
- Encouraging a balanced and mindful approach to gaming

*Provide link to Responsible gambling policy statement (see next Page)*

### Support & Assistance

Confidential support is available at any time:

#### ClubSAFE

As a ClubSAFE Premium Member, Everglades offers:

Multi-Venue Self-Exclusion

<http://mvse.com.au/self-facilitation>

24/7 Counselling Support

1800 99 77 66

Family-Initiated Self-Exclusion *(create link to the Clubsafe Brochure (see next page)*

Our team can assist if you are concerned about a family member or friend.

#### GambleAware NSW

<https://www.gambleaware.nsw.gov.au>

1800 858 858

At Everglades, gaming is designed to be enjoyable and social. If it stops being either, support is always available.

## What happens when I speak to a responsible gambling counsellor?

The responsible gambling counsellor will work with you to determine the best course of action to support the person you have nominated.

The responsible gambling counsellor, together with the club, will approach the player. Throughout the process, the player will be advised that the club is considering whether to enforce an involuntary exclusion. No mention should be made of a family-initiated exclusion to protect the privacy and secrecy of the family member.

## How will the relevant person be approached?

Once the club completes a family-initiated exclusion approach form and it is received by the responsible gambling counsellor, a counsellor will contact the relevant person and discuss their gambling behaviours and self-exclusion.

The club should not alert the relevant person in question that the concern came from a family member.

## Responsible gambling counsellors are there to help.

For confidential advice:

**ClubSAFE Counselling\***  
1800 99 77 66  
clubsafe@clubsnsw.com.au

\*ClubSAFE Counselling is an initiative of ClubsNSW and your local club.



### What support is available to me?

The NSW Office of Responsible Gambling has a range of services and advice available

[gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au)  
1800 858 858

Gambleaware can support you on a range of matters including accessing financial counselling, providing coping strategies for help someone with a gambling problem.

**Women**  
NSW Domestic Violent Line 1800 65 64 63  
1800 RESPECT or 1800 737 728

**Men**  
MensLine Australia 1300 78 99 78  
1800 RESPECT or 1800 737 728



## If you're concerned about a loved one's gambling, ask our staff how you can help.

Family-initiated exclusion



## Responsible Gambling Policy Statement

The Board of Everglades Country Club is committed to:

- Providing gambling services in a safe and responsible environment
- Prioritising customer wellbeing
- Implementing harm minimisation practices in line with the Club Gaming Code of Practice
- Supporting a sustainable and responsible gaming environment
- Ensuring all relevant staff maintain current Responsible Conduct of Gambling (RCG) training

## Duty of Care

We support our patrons through:

- Self-exclusion and multi-venue exclusion programs
- Family and third-party exclusion support
- Ongoing staff training in RCG

- Appropriate welfare checks where required
- Monitoring and enforcing exclusion arrangements