



MAGPIES

S P O R T I N G C L U B

HOUSE POLICY

Magpies Sporting Club will provide a safe and friendly atmosphere for community members to meet and socialise in a responsible environment.

COMPLIANCE WITH LAWS

Magpies Sporting Club strives to comply with all laws which enables the Club to engage in good business practices and provide a venue that is safe and enjoyable to all patrons. The Club complies with:

- The *Liquor Act 1992*
- The *Gaming Machine Act 1991*
- The *Anti-Discrimination Act 1991*
- The *Tobacco and other smoking products Act 1998*
- The *Trade Measurements Act 1990*
- The *Security Providers Act 1993*
- The *Workplace Health & Safety Act 2011*
- The *Fair Work Act 2009*
- The *Workers Compensation and Rehabilitation and Other Legislation Amendment Act 2013*
- The *Food Act 2006*
- The *Fire & Rescue Service Act 1990*
- The *Privacy Act 1988*
- The Local by-laws outlined by Local Government

NOISE AND AMMENITIES

- The Club respects our neighbours and asks patrons to respect them also
- The Club monitors entertainment and patron noise to comply with prescribed noise levels
- The Club scrutinises behaviour in and around the vicinity of the premises
- The Club maintains an incident register recording all incident on or around the premises
- The Club provides appropriate lighting around the venue for patrons comfort and safety
- The Club has a fire safety plan which is maintained and reviewed on a regular basis
- The Club does not promote activities that encourage harassment of patrons or staff

STAFF TRAINING

- Management encourage staff to be trained efficiently and effectively for their job
- Management ensure all staff are RSA & RSG trained as appropriate
- All staff have signed off and agree to work according to this published House Policy
- A register is kept to ensure all staff have read and understood the House Policy
- Regular staff meetings are held to ensure staff are kept informed of changes in the industry
- Records are kept of all meetings attended by staff
- Magpies Sporting Club at all times will provide adequate staff to service needs of patrons

CONSULTATION WITH THE COMMUNITY AND KEY STAKEHOLDER GROUPS

- Management regularly attend local licensee forums and meetings
- Management actively participate in community events and forums
- The Club prides ourselves on being a responsible community citizen in the local business community

ADVERTISING & PROMOTIONS POLICY

The Club will actively provide members with promotions. Such promotions will be run according to guidelines and legislation set by relevant authorities to include Fair Trading and any other acts that may affect advertising and promotions. All advertising, signage and promotions will reflect members and community attitudes and standards prevailing and abide by the spirit of the Advertising and Promotions Code of Ethics.

Magpies Sporting Club will at all times ensure that any advertising or promotions:

1. Comply with the 'advertiser code of ethics'
2. Will not promote false, misleading or deceptive information
3. Does not explicitly misrepresent the probability of winning a prize
4. Does not include misleading statements about odds, prizes or chances of winning
5. Does not offend prevailing community standards
6. Does not focus exclusively on gambling or promote gambling aggressively
7. Does not promote free alcohol and multiple quantities of alcohol
8. Acts in a manner that is responsible.
9. Does not promote discounted drinks or promotions that encourage binge drinking
10. Has consent of persons prior to publishing anything which identifies a patron who has won a prize

Board of Directors, employees of Magpies Sporting Club and their immediate family, and Magpies Sporting Club advertising agencies are not eligible to participate in promotions unless stated otherwise in the promotions Terms & Conditions. Promotions may be advertised externally and internally via marketing tools such as television, radio, newspaper, website and posters/flyers. A copy of Terms & Conditions for all Magpies Sporting Club promotions are available at Magpies Reception.

RESPONSIBLE SERVICE OF ALCOHOL POLICY

Responsible Service of Alcohol

- All front of house staff will be trained in RSA
- A register and copy of staff RSA certificates are kept by management
- Management constantly reinforce RSA principles and practices in every day trade
- Management support staff who practice and enforce RSA learning
- Management do not heavily discount or offer free alcohol to encourage drinking for drinking's sake
- The Club ensures patrons have a good time, one which they remember, and are pleased to return to have again

Minors

- A Minor is defined as a person under the age of 18 years
- Minors will not be served alcohol
- Individuals procuring drinks for minors will be removed from the premises
- All patrons are required to provide acceptable evidence of age where there is any doubt they are under 25 years of age
- All staff are trained in what constitutes acceptable evidence of age under the *Liquor Act 1992*
- Management support staff who practice and enforce ID checking

Unduly Intoxicated & Disorderly Patrons

- All staff are trained in identifying signs of undue intoxication
- Unduly intoxicated patrons will not be served
- Management support staff who do not serve unduly intoxicated patrons
- Unduly intoxicated patrons will be asked to leave the premises
- A taxi can be called for unduly intoxicated patrons, to take them home safely
- All staff actively monitor levels of undue intoxication of all patrons
- Management do not support drinking practices which foster a culture of binge drinking or encourage irresponsible consumption practices
- Management seeks to meet its duty of care obligations to all patrons
- Jugs of spirits or shots of spirits/liquors are not encouraged

Security

- All crowd controllers will wear ID as required by the Security Providers Act 1993
- Management only employs crowd controllers licensed under *Security Provider Act 1993*
- A register and copy of current licences of crowd controllers are kept by management

- All crowd controllers are trained in the Responsible Service of Alcohol (RSA)
- A register and copy of Statements of Attainments for RSA are kept by management
- Crowd controllers will ask unduly intoxicated patrons to leave the premises if required
- Crowd controllers will organise taxis for unduly intoxicated patrons to go home safely
- All crowd controllers act respectfully towards patrons at all times
- Crowd controllers do not use excessive force in removing patrons
- CCTV is operational at entries and exits on the premises and throughout the club
- Crowd controllers will regularly monitor inside and outside the premise including the carpark

Responsible Hospitality Practices

- The Club provides free water and bottled water at a reasonable price to all patrons
- The Club provides non-alcoholic and low-alcohol content drinks
- The Club sells light or mid-strength options at cheaper prices than full strength
- The Club actively promotes awareness of drink spiking issues
- The Club encourages patrons to monitor and control your consumption of liquor
- The Club deters patrons from rapidly and excessively consuming liquor
- The Club supplies liquor in standardised quantities that can be recognised by patrons
- The Club serves half measures of spirits if requested

RESPONSIBLE SERVICE OF GAMING POLICY

The club will conduct all aspects of its facility in a professional and responsible manner in keeping with the spirit of the code of practice, will abide by all elements of the Responsible Gaming Policy and uphold its commitment to provide a Responsible Gaming Environment. The code of practice and its application demonstrates the Clubs social responsibility and commitment to members and other patrons, their families and the wider community.

Responsible Service of Gaming:

- All gaming staff will be trained in RSG
- A register and copy of staff RSG certificates are kept by management
- Management and staff will be familiar with, and have a duty to abide by all aspects of the relevant legislation.
- Management constantly reinforce RSG principles and practices in every day trade
- Management support staff who practice and enforce RSG learning

Management and Staff Training

- Identification Badges - Approved gaming machine managers and staff will wear accredited identification badges when on duty
- Magpies Sporting Club staff shall not play gaming machines on the premises or permit any other person to play on their behalf
- Accredited Courses - Approved Gaming Managers and staff will complete accredited training courses in the operation of machines and responsible gaming principles. Management of the club have designated a responsible senior employee to be the point of contact should a patron express concern as to their gaming habits
- Responsible Gaming Officer - The Club has designated a senior employee as the Responsible Gaming Officer. This persons duties will include management of internal and external training in the responsible service of gaming, patron care and management of self-exclusion deeds and barring procedures

Member/Customer Satisfaction and Protection

- Minors - Minors are not permitted to play gaming machines or be in gaming areas. A Minor is defined as a person under the age of 18 years
- Intoxicated Members - Members or their guests showing signs of intoxication will be prevented from playing gaming machines and may be lawfully removed from the premises. The club will abide by the Responsible Service of Alcohol policy as issued by the Liquor Licensing Division
- Gaming machines will be maintained in premium condition for members enjoyment. Unplayable machines will be clearly marked as so.
- Return to player - Total aggregate winnings to players are in accordance with the Gaming Machine Act

- Self Exclusion - Gaming staff will co-operation with any person seeking to bar themselves from the gaming room and will provide the member a copy of the Deed of Self Exclusion to complete after discussing the implications for members. If the member does self-exclude, staff will actively seek to exclude this person from the gaming room
- Excessive Gambling - Recognising that some members and their guests may have difficulty controlling their personal level of expenditure on gaming and particularly gaming machines, management personnel where appropriate will advise them and their families of options relating to counselling and advisory services from appropriate support agencies
- Barring a patron - It is a requirement under the Gaming Machine Act of 1991 for licensees to prohibit certain persons from gaming
- Confidentiality - All activities relating to gaming engaged in by members and visitors shall remain confidential and shall not be discussed with other members, visitors or members of the community

Gaming Environment

- Access to cash throughout the ATM's is restricted to savings and cheque accounts only. The club will not locate ATM's in designated gaming areas. A maximum cash limited of \$5,000 of payouts applied and reflects the agreed maximum amount approved by the Queensland Office of Gaming Regulation for this Club. Payouts required over this approved maximum cash amount will be paid by cheque
- Cheques will not be cashed in designated gaming areas. The Club will not cash gaming win cheques within 24 hours of issue
- The provision of credit to gamble is illegal, and will not be extended under any circumstances.
- Signs will be displayed predominantly to advise customers of the limits to cash access, cheque cashing, and non-credit facilities. Signs will also display warnings to minors, the Clubs gaming License, and this Responsible Gaming Practice Code. In addition, unplayable machines will be marked; in house jackpot levels will be clearly displayed, as will machine denomination
- Information on self help agencies and warnings to patrons not to gamble beyond their means will be on display. The club will display signage outlining contact details for local support agencies.
- A clock has been placed in the designated gaming area.

Player Loyalty Programmes

Player loyalty programmes will not be abused to the detriment of the player or breach their desire for their gaming activities to remain confidential and private.

Electronic Gaming Machines

All EGMs undergo stringent testing before they are installed in venues to ensure they comply with strict government regulations. By law, each EGM must also be 'licensed' in Queensland. This is noted by the presence of an official machine plate found on the side of the machine. These measures are taken for your protection.

By law, all EGMs in Queensland are programmed to return to player (RTP) between 85-92% of takings. This means that for every \$1 invested, the machine is programmed a RTP of between 85¢ and 92¢ on average, over a long period of time. As stated, the RTP is a long term average and it means that, in the long run, the machine always comes out ahead. The stopping position of each reel is completely random and is done separately and independently of each reel. The outcome of each spin is completely random and whether you win or lose is totally a matter of luck. Gaming machines are not pre-programmed to pay at a specific time or after any particular cycle. In other words, a player's chances of winning or losing are exactly the same for every play, regardless of any previous play. So, it does not make a difference whether:

- You play a pokie straight after someone else has had a large payout
- You play a machine that has not had a large payout for sometime
- You play at certain times eg. certain times, certain days
- You press the button in certain ways

Odds

The chances of the same five (5) symbols appearing in the highest winning combination are 1 in 9,765,625. This means that for every 9,765,625 times the reels are spun, five (5) symbols appearing in the highest winning combination will occur once. Of course, the chances of winning a smaller prize, requiring fewer matching symbols, will be much better, for example:

5 of the same symbols - 1 chance in 4,784 spins

4 of the same symbols - 1 chance in 490 spins

3 of the same symbols - 1 chance in 45 spins

2 of the same symbols - 1 chance in 9 spins

Remember, the chances of specific combinations occurring are totally random. All the values shown are averages. It is likely that the significant variations to these will happen during any session of play.

Numbers Games (Keno)

Keno is found in hotels, clubs and casinos around the state. Games are drawn every three minutes alternating between the state's casinos. Like Lotto or Powerball, the numbers are drawn using a device that is basically a random number generator. In Keno there are 80 numbers - 1 to 80. Under strict supervision 20 numbers are drawn, as mentioned, at random. Players can choose from 1 to 10 numbers, then 15, 20, and 40.

Odds

If you choose 7, 8, 9 or 10 numbers, a proportion of your bet, or 'wager', will be allocated to the jackpot for 7, 8, 9 or 10 number games. Your chance of winning the jackpot on the 10 number game is 1 in 8,911,711. This basically means that on average, if you play over 8 million games, you may win the jackpot once

COMPLAINTS OR CONCERNS

Should a patron, member or their guest have a question or concern they should contact management who has an obligation to assist to their best discretion in the matter concerned. Should this matter not be resolved to the patrons satisfaction, they should contact the Queensland Office of Gaming Regulation in Brisbane.

A dispute is defined by the management of Magpies Sporting Club as a claim for a specific amount of cash or merchandise, whereas a complaint may be seen as a difference of opinion between a staff member and a patron, which does not involve money or items of value. Whenever a patron has a complaint against one or more staff members, or disputes a win or less while at Magpies Sporting Club, they may request the Queensland Office of Gaming Regulation to investigate their claim.

COMPLAINT RESOLUTION PROCEDURE

1. Appreciating the value of our patrons, please raise related complaints/and or disputes with the Magpies Sporting Club Gaming Nominee or, in their absence, the Manager.
2. The Gaming Nominee will:
 - Ensure the exact nature of the complaint is known
 - Acknowledge the complaint in writing within forty eight hours
 - Follow up the complaint and advise the patron of action to be taken within ten working days
 - Ensure the Gaming Nominee Incident Register is completed
3. A decision will be made as to whether the comment or complaint can be resolved immediately or whether it needs referral to a higher level
4. If referral to a higher level is required the patron will be notified of the relevant details within ten working days
5. Any solution arrived at should be supported by the appropriate policy or procedural statement and/or legislative conditions. This will be advised in writing.
6. Should the patron not be satisfied with the results, they will be advised of the relevant appeals mechanisms.
7. Every complaint and dispute is taken very seriously by management of Magpies Sporting Club.

RULES ANCILLARY TO GAMING

Gaming Machine Act 1991 - section 236 (Schedule 3 of the Regulation)

1. A person under the age of 18 years must not play a gaming machine.
2. A gaming employee may determine that 1 (one) gaming machine only may be played by a person at the same time.
3. A gaming machine may be reserved by a person without play for a maximum period of 3 minutes.
4. No person, other than a person permitted under the Act, is to touch an internal part of a gaming machine.
5. A gaming employee must refuse to pay a cancelled credit or jackpot if he or she believes on reasonable grounds that:
 - a. the gaming machine credits were not accumulated, or the winning combination was not obtained, during permitted hours of gaming under section 235 of the Act; or
 - b. the person claiming the cancelled credit or jackpot payout is not the person entitled to the payment or a person acting on behalf of that person; or
 - c. the Act has been contravened by the person claiming the cancelled credit or jackpot payout.

6. If, under 5, a gaming employee refuses to make a payment, the gaming employee must as soon as practicable submit a report to the chief executive.

7.

(1) This item prescribes, for section 242(2)(b) of the Act, the way a licensee must make a payment to a player for a cancelled credit or jackpot payout.

(2) If the payment is more than the cash limit for the relevant licensed premises, the licensee must make the payment by:

(a) if requested by the player

(i) paying

A. an amount that is less than the cash limit using Australian currency or, if the licensee and player agree, an agreed alternative way; and

B. the balance of the payment using a cheque or, if the licensee and the player agree, electronic funds transfer; or

(ii) making the entire payment using a cheque or, if the licensee and player agree, electronic funds transfer; or

(b) otherwise paying

(i) an amount equal to the cash limit using Australian currency or, if the licensee and player agree, an agreed alternative way; and

(ii) the balance of the payment using a cheque or, if the licensee and player agree, electronic funds transfer.

(3) If the payment is less than cash limit for the relevant licensed premises, the licensee must make the entire payment using Australian currency or, if the licensee and player agree, an agreed alternative way.

(4) For subitems (2) and (3), the cash limit for the relevant licensed premises is the amount, of not more than \$5,000, stated by the licensee in a document that is displayed adjacent to, and in the same way as, the rules ancillary to gaming for the licensed premises.

(5) If the licensee pays an amount to the player under this item using Australian currency, the licensee must ensure the amount is paid when the player claims the payment.

(6) If the licensee pays an amount to the player under this item using a cheque, the licensee must ensure the cheque is given to the player or posted to the player's address within 24 hours after the player claims the payment.

(7) Subitem (8) applies if:

a. the licensee makes a payment to the player under subitem (2); and

b. the amount by which the payment exceeds the cash limit for the relevant licensed premises is paid using electronic funds transfer.

(8) The licensee must make the electronic funds transfer in a way that the amount is not available to the player until after the gaming period for the relevant licensed premises ends.

(9) In this item, agreed alternative way means:

a. non-currency gaming tokens; or

b. cheque; or

c. electronic funds transfer; or

d. a combination of any of the methods mentioned in paragraphs (a) to (c); or

e. a combination of Australian currency and any of the methods mentioned in paragraphs (a) to (c).

gaming period, for a licensed premises, means the hours of gaming fixed for the premises by the Commissioner.

non-currency gaming tokens means any gaming tokens other than Australian currency.

relevant licensed premises, for a payment, means the licensed premises in which a player becomes entitled to the payment.