

# Gaming Plan of Management

MOOREFIELD BOWLING CLUB CO-OP LTD

Registered Club

LIQc300228762

13 Gaming Machine Entitlements

# Gaming Plan of Management – Moorefield Bowling Club Co-op Ltd

## Version control

Version	Date	Changes made to content	Approved by	Next review date
1.0	10/4/2026	Update to Liquor and Gaming template	JA - Chair	10/4/2027

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## INTRODUCTION

Morefield Bowling Club Co-Operative Limited Board of Directors and Management are committed to providing a safe and responsible venue for all patrons in the delivery of gambling products. We acknowledge our role to ensure that our patrons’ well-being is paramount in the conduct of our operations. This Responsible Gambling Policy shall outline the initiatives taken by the Club to be a responsible leader within our community. The Club is focused on its commitment to the Clubs NSW Gaming Code of Practice, harm minimisation and reducing the impact that gambling related products can have on individuals and the wider community.

Review of this Responsible Gambling Policy is reviewed annually, when the Club’s gambling operations change, or when legislation or guidelines are varied. These reviews will be conducted by the Senior Management team and approved by the Board of Directors to ensure that its operation remains relevant to the Club’s commitment to reducing gambling harm. Changes are subject to final approval by the Authority.

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## 1. Venue details

Street address	40-54 French St, Kogarah 2217
Licensee / Club Secretary	Cameron Crosby
Approved manager / Club manager	Cameron Crosby
Number of GMEs	13
Number of gaming machines	13

operated	
Statistical Area 2 (SA2)	2

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## 2. Venue licensed hours and shutdown period

Venue licensed hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Open	5.00am	5.00am	5.00am	5.00am	5.00am	5.00am	5.00am
Close	00.00am	00.00am	00.00am	00.00am	00.00am	00.00am	00.00am

Venue gaming machine shutdown hours

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
From	4.00am	4.00am	4.00am	4.00am	4.00am	4.00am	4.00am
Until	10.00am	10.00am	10.00am	10.00am	10.00am	10.00am	10.00am

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## 3. Gaming related licence conditions

None

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## 4. Measures to address gambling harm

All employees are trained in the procedures contained in this Responsible Gambling Policy prior to commencing their employment. Ongoing training with harm minimisation practices adopted at the Club is provided at team meetings on a regular and ongoing basis. Employees are trained and are provided with the necessary resources to allow the identification of signs of at-risk and problematic gambling behaviour by patrons utilising the gaming room. Employees are also provided with training on communication skills to assist in approaching patrons identified as exhibiting at-risk tendencies as part of the welfare checks to be conducted at the Club. The Club requires employees to be proactive for signs of problem gambling. If unsure of signs being exhibited by a patron, the Responsible Gambling Officer or a member of the Club's management team is to be approached to discuss the manner of attending to these requirements. Employees will be notified of any updates to the Responsible Gambling Policy or practices at regular team meetings.

All employees will complete the following training.

- Responsible Service of Alcohol
- Responsible Conduct of Gambling
- Anti Money Laundering & Counter Terrorism Financing Awareness Training

All management employees will complete the following additional training.

- Advanced Responsible Conduct of Gambling
- Anti Money Laundering & Counter Terrorism Financing Oversight Training

### **Director Training**

With the new Gambling regulations TWO of the Directors will complete Responsible Gambling Oversight Training and the Anti Money Laundering & Counter Terrorism Financing Oversight Training.

**Moorefield Bowling Club is NOT obligated to appoint a Responsible Gambling Officer (Gambling Contact Officer) in accordance with the new gambling rules.**

**Moorefield Bowling Club is committed to maintaining safe and responsible Gambling.**

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## **5. Responsible Gambling Officers**

RGO duties are:

1. to identify patrons who are at risk of or experiencing gambling harm
2. to identify patrons who are displaying behaviour related to gambling harm
3. to make inquiries with a patron if the officer suspects the patron is at risk of or experiencing gambling harm
4. to notify senior management of serious instances of patrons at risk of or experiencing gambling harm for the purposes of enabling senior management to intervene
5. to facilitate requests by patrons for information about or to participate in self-exclusion schemes conducted by the hotelier or registered club
6. to record, in the hotel's or registered club's gambling incident register, incidents relating to persons who are at risk of or experiencing gambling harm, or who display behaviour related to gambling harm, observed by the officer
7. to assist staff and management in ensuring the hotel or registered club meets its harm minimisation obligations under the Act and this regulation
8. to promote harm minimisation measures within the hotel or registered club.

The responsibilities of manager/s on duty are to:

1. take reasonable steps to ensure responsible gambling officers for the hotel or registered club carry out the duties of a responsible gambling officer
2. ensure work health and safety procedures and policies are followed to support

responsible gambling officers in exercising their duties as responsible gambling officers

3. ensure responsible gambling officers have had an opportunity to raise issues with the hotel or club manager about the role and its responsibilities
4. ensure the issues raised by responsible gambling officers in relation to paragraph 3. are addressed
5. ensure responsible gambling officers are not impeded by the hotel or club manager or other staff of the hotel or registered club in carrying out the duties of a responsible gambling officer
6. inform responsible gambling officers about the duties of a responsible gambling officer
7. inform responsible gambling officers of patrons reasonably suspected to be at risk of or experiencing gambling harm
8. assist patrons who are at risk of gambling harm or displaying behaviour related to gambling harm.

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.

Complaints and reports of potential breaches of the law can be made to Liquor & Gaming NSW:

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*Email: [contact.us@liquorandgaming.nsw.gov.au](mailto:contact.us@liquorandgaming.nsw.gov.au)*

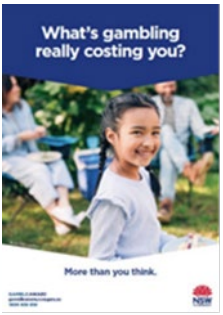
*Phone: 1300 024 720*



*Web: <https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint>*


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## 6. Venue gambling signage and mandatory gambling information

Mandatory gaming machine signage and brochures include:

MANDATORY: Sign 1G - Gambling Warning	
	<p><i>“What’s gambling really costing you?”</i> (4 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p> <p>At the entry point to the gaming room</p>

MANDATORY: Sign 6G – Gambling Counselling	
	<p><i>“Help is close at hand”</i> (6 available options)</p> <p>This sign must be prominently displayed in each gaming area:</p> <p>At the entry point to the gaming room</p>
MANDATORY: Sign 3G – Chances of winning sign	
	<p><i>“A million to one”</i></p> <p>This sign must be prominently displayed in each gaming area:</p> <p>At the entry point to the gaming room</p>
MANDATORY: Brochure 1 – Info about the odds – Betting on gaming machines	
	<p>These brochures are prominently displayed and available in each area with gaming machines.</p> <p>Located in the gaming room</p> <p>Translated versions are supplied to patrons from non-English speaking backgrounds upon request.</p>
MANDATORY: Contact card 2G – Self-exclusion contact card	
	<p>Contact cards are securely attached to 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 gaming machines.</p>
MANDATORY: Sticker 4G – Gambling counselling sticker	
	<p>These stickers are prominently displayed on each gaming machine.</p>
MANDATORY: Problem gambling message	
	<p>This message is prominently displayed on or near all ATMs and cash-back terminals.</p>

	<p>Located on the face of the ATM screen The message is also included on any player activity statements, all betting tickets, and all gaming machine tickets (TITO tickets).</p>
<p>MANDATORY: Sign 2L – No Under 18s</p>	
	<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>At the entry point to the gaming room</p>

Signage and information for patrons from non-English speaking backgrounds

Moorefield Bowling Club makes gaming signage and information available upon request in the following languages: [Arabic](#), [Simplified Chinese](#), [Traditional Chinese](#), [Greek](#), [Hindi](#), [Italian](#), [Korean](#), [Macedonian](#), [Nepali](#), [Spanish](#), [Thai](#), and [Vietnamese](#).

Procedures to check signage and brochures

Weekly checks are undertaken and documented by employees to ensure all gaming compliance signage is up to date and maintained. Management audits are also undertaken yearly at the club to ensure we are meeting legislative requirements.

If at any time the required signage is not in place as required, the employee noting the absence of the sign are to immediately replace the sign and notify the Responsible Gambling Officer and/or the Manager on duty.

## 7. Information regarding player assistance

Hotels and clubs that operate gaming machines must establish and conduct a self-exclusion scheme. This allows patrons to voluntarily exclude themselves from nominated areas of a gaming venue or the entire venue.

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.

The Club will initiate self-exclusion when requested by a patron at any time during its trading hours. The ClubSAFE MVSE Program removes barriers for people with a gambling problem such as the requirement to visit 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 the Manager on duty or the Responsible Gambling Host at the Club, or by contacting a gambling help counsellor.

The patron can choose to self-exclude from the entire venue, where they will be unable to enter the venue for any purpose or a partial self-exclusion. A partial self-exclusion allows the patron to choose to self-exclude from the gaming room, TAB & Keno, or all gambling activities, but they are still able to utilise the club for food, beverage and social activities. The minimum period for self-exclusion is six months. Once a patron agrees to stay away from the club for a specific time, our Club has processes in place to help them honour that commitment. The Management Team have access to a regularly updated list of persons who are self-excluded from the venue, including name, date of birth and photo, allowing prompt action should anyone enter the venue or gaming room from which they are excluded. They will also be flagged within the membership database and visitor management software. If a patron breaches their self-exclusion, it is reported through the MVSE program for assessment by trained counsellors.

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## 8. Identifying at-risk gambling behaviours

At-risk gambling behaviour is gambling behaviour that leads to gambling harm because it involves:

- spending more money on gambling than the 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.

For further information, see Attachment F – Warning signs of at-risk gambling behaviour and how to act on them.

The 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. Strong indications of problem gambling can include, but not limited to;

- seeking credit for gambling
- seeking to borrow money for gambling
- seeking assistance or advice about controlling the person's gambling
- admitting to borrowing or stealing money to gamble
- enquiring about self-exclusion
- showing a significant decline in personal grooming and/or appearance over several days
- showing obvious or repeated signs of distress (e.g. shaking, swearing to themselves, crying after a loss, or outburst towards employees or machine)
- friends or family raising concerns about the person's gambling
- leaving a minor unattended while playing gaming machines

Our management are vigilant in monitoring our patrons undertaking any gambling activity. If they are showing signs of problem gambling, extended play (three or more hours continuously) or distress, the Manager on duty or Responsible Gambling Host will conduct a welfare check to gauge their mood, stress level and awareness of time and surrounds.

The welfare check will encourage them to take a break, explain self-exclusion or counselling service options, or ask them if they would like to leave the environment. All encounters are recorded in the Gambling Incident Register and emailed within the management team.

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## 9. Preventing minors from using gaming machines

Minors (persons under 18 years of age) must not:

- operate gaming machines, or
- enter areas where gaming machines are located.

The Club is a licensed venue and any person under the age of 18 is not permitted to enter the Club's Gaming Room and only permitted into the Club under the supervision of a responsible adult or guardian. Signage is prominently displayed at the Club entry and each entrance to the Gaming Room to this effect. Gambling by minors is prohibited, as is knowingly allowing a minor to enter the gaming room. Failure to adhere to this will result in both the minor and responsible adult or guardian being asked to leave the premises. The Gaming Room is monitored by CCTV cameras and always overseen by employees. Should an employee have concerns regarding the age of a patron, in the Gaming Room or elsewhere in the Club, that employee shall request the person to produce an approved form of identification to establish they are of or above the age of 18 years. If the patron is unable to supply suitable identification, that person will be requested to leave the Club's premises immediately. An entry will be made in the Club's incident register if the person is removed from the Club.

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## 10. Payment of prizes and cashing cheques

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.

#### Procedures for processing prize payments

All employees involved in the operation of the Club's gaming machines will be instructed on the required gaming procedures on the commencement of their employment. Payment of prizes over the amount of \$2,000 must be made by EFT to a nominated account of the person playing the gaming machine at the time. Prizes under the amount of \$2,000 can be paid by cash or EFT upon request.

Only the Manager on duty is authorised to process large prize-winning payouts. They shall ensure that the appropriate paperwork and any KYC requirements are completed prior to the payment of the prize money.

## Keno & Tab Operations & Prizes

The Club offers Keno & Tab facilities for its patrons, and the terminals are operated by appropriately trained employees. It is the Club's policy to ensure that the details of a prize winner remain confidential and will not to be publicised or displayed within the Club or released to a third party. The rules and regulations for playing of Keno together with the instructions on how to play, pamphlets and booklets issued by L&GNSW outlining the odds of betting on lotteries, as well as information regarding problem gambling are displayed at the point of sale for Keno. The maximum cash payment of a Keno prize is \$2,000. A prize greater than \$2,000, will be paid to the customer by EFT to a nominated account. Larger jackpot prizes will be paid directly by Keno after sufficient time to verify the win and issue the prize. Keno jackpot winners will be required to supply the Club with their full name, address and approved identification for KYC verification for Keno. Tab operators follow the required Large Transaction Reporting and Suspicious Matters Reporting procedures. No credit betting is allowed in venue. The Club only accepts cash payments for Keno and Tab transactions.

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## 11. Information on player reward schemes

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.

As at 1 April 2026, Moorefield Bowling Club offers a Member Rewards Program that allows members to accrue reward points every time they spend money at the bar only. These can be redeemed within the Club to purchase goods at the bar only. Our loyalty program is determined by the purchase of eligible goods.

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## 12. Gambling incident register

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
- 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 **Attachment E**.

Incidents must be recorded as soon as practicable, but no longer than 24 hours after they happen.

The venue's gambling incident register is located: in the cupboard adjacent to the till behind the bar]

Gambling Incident Register the Club will keep and maintain a Gambling Incident Register.

The Gambling Incident Register will record:

- 1) The licensee must keep and maintain a gambling incident register.
- 2) The gambling incident register must record
  - a) any incident in which a patron of the venue displays or engages in problematic gambling behaviour of the kind specified in the 'Signs of risky and problem gambling behaviour: Know the signs and how to act' factsheet published on the L&GNSW website as amended from time to time.
  - b) the time, location and machine number(s) and brief description (or identity, if known) of any gaming machine player identified displaying or engaging in that behaviour
  - c) any proposed or implemented self or third-party exclusions of gaming machine players (specifying the player's name (where provided or known), membership number (if applicable) and duration of any exclusion) and the patron's response to the same.
  - d) Any breach or attempted breach of a self or third-party exclusion
- 3) The gambling incident register must also record details of the action taken in response to the incidents, applications and other matters recorded in the register.
- 4) The licensee must review the gambling incident register at least on a monthly basis and must consider whether an exclusion order is appropriate for any person who has been asked to self-exclude but has declined to do so.
- 5) The information recorded in a gambling incident register must be retained for at least 3 years from when the record was made.
- 6) The licensee must, at the request of a police officer or L&GNSW inspector, make any gambling incident register available for inspection.

A gambling incident register must be kept for three years and made available to police and inspectors. Moorefield Bowling 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.

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### 13. Compliance with 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.

#### Inducements

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.

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## **14. Staff use of gaming machines prohibited**

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.

Moorefield Bowling Club staff are not permitted to use gaming machines, Keno or TAB 30 minutes before the start of their employment shift, during their hours of employment while on shift, including breaks and 30 minutes after their employment shift.

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## **15. Procedures for gaming-related customer complaints**

Employees are to ensure any complaints received from a patron concerning the operation of any form of gambling at the Club is recorded in the Gambling Incident Register on the receipt of the

complaint (by the employee receiving the complaints no later than end of the shift the complaint is received).

The following details are to be obtained from the person making a complaint;

- i. Time and date of complaint;
- ii. Name;
- iii. Address;
- iv. Contact Number;
- v. Full details of complaint and the remedies the person requests; and
- vi. The details of the employee accepting the complaint.

On receipt of a complaint, the employee must record this complaint within the Register. The complaint is to be brought to the attention of the Responsible Gambling Host or Manager on duty prior to the end of the employee's rostered shift, who will report this incident to the Responsible Gambling Officer. Complaints will be investigated by the Responsible Gambling Officer in a timely manner to ascertain the veracity of the complaint, and determine what, if any amendments are to be made to the operation of the Club to ensure that further complaints are not experienced.

A report to the complainant on the outcome of the investigations that resulted in the complaint will be provided.

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## 16. Reporting misconduct

Anyone may make an anonymous complaint to Liquor & Gaming NSW about liquor or gaming law breaches.

Complaints and reports of potential breaches of the law can be made to Liquor & Gaming NSW:

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Email: [contact.us@liquorandgaming.nsw.gov.au](mailto:contact.us@liquorandgaming.nsw.gov.au)

Phone: 1300 024 720

Web: <https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint>

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## 17. Staff familiarity with GPOM

Staff must be familiar with this GPOM. All staff who work in the gaming room, gaming area, or with gaming machines, must regularly read this GPOM.

Whenever there are changes to the GPOM, staff must read and familiarise themselves with the modified document.

The GPOM must always be available and accessible to all staff.

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## 18. Review of GPOM

This GPOM must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at Moorefield Bowling Club, legislative changes or emerging risks.

See version control

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## 19. Contact information for local licensing Police

St George Local Area Command

8566 7499

Kevin Stewardson

Senior Constable

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## 20. Any other GPOM content required by ILGA

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## 21. Attachments

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### Attachment A – Record of staff review of GPOM

The following staff have reviewed the GPOM and declare that they understand the information contained in the GPOM:

Staff name	Position	Date reviewed	Signature
All staff have reviewed	Club Manager / Supervisors / Bar staff	18 April 2026	Signed



## Attachment C – Venue liquor licence

Document attached.



# 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 14 April 2026

**Licence number:** LIQC300228762  
**Licence name:** Moorefield Bowling and Sports Club Limited  
**Licence type:** Liquor - club licence  
**Licence sub-type:** N/A  
**Licence status:** Current  
**Duration:** Unlimited duration  
**Licence start date:** 11/12/1958  
**Licence expiry date:**

### Licensee

**Organisation name:** MOOREFIELD BOWLING & SPORTS CLUB CO-OP LTD  
**ABN:** 27 338 573 466 **ACN:**  
**Phone - daytime:** 02 9587 6299 **Fax number:**  
**Email address:**  
**Website:**  
**Business address:** 40-54 French St KOGARAH NSW 2217  
**Postal address:** 40-54 French St KOGARAH NSW 2217  
**Start date:** 11/12/1958

### Secretary

**Title:**  
**Surname:** Crosby  
**Given name:** Cameron  
**Middle name:** Troy  
**Start date:** 14/04/2026

### Manager

**Title:**  
**Surname:** Crosby  
**Given name:** Cameron  
**Middle name:** Troy  
**Start date:** 14/04/2026

**Contact Person**

**Title:**  
**Surname:** Crosby  
**Given name:** Cameron  
**Middle name:** Troy  
**Phone - daytime:**  
**Mobile:** 0406 803 395 **Fax number:**  
**Email address:** cameroncrosby2@gmail.com  
**Start date:** 14/04/2026

**Premises**

**Address:** 40-54 French St KOGARAH NSW 2217  
**LGA:** Bayside  
**SA2:** Kogarah  
**Start date:** 11/12/1958

**Authorisations**

**Name:** Club functions authorisation **Start date:** 01/07/2008

**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

**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:** Secretary  
**Reference:** 89  
**Condition:** Liquor must not be sold or supplied between midnight and 5.00am on more than twelve occasions within any 12 month period. At least 14 days before each occasion the following persons or bodies must be notified:  
 (a) the local police,  
 (b) the local consent authority,  
 (c) the Secretary.  
 Note: This condition does not limit or prevent extended trading during the following periods:  
 1. Between midnight and 2:00AM on 1 January each year, and  
 2. During any period when the club would otherwise be authorised to sell and supply liquor in accordance with section 13 of the Liquor Act 2007.  
**Start date:** 04/03/2016

**Condition type:** Condition **Condition source:** Authority  
**Applies to:** Club functions authorisation  
**Reference:** 210  
**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.  
**Start date:** 01/07/2008

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**Condition type:** Condition **Condition source:** Authority  
**Applies to:** Club functions authorisation  
**Reference:** 220  
**Condition:** 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

### Gaming machine details

Area cap applies to Kogarah

**LGA classification:** Metropolitan  
**SA2 band:** 2

**Gaming machine entitlements (GME):** 13  
**Gaming machine entitlements leased out:** 0  
**Gaming machine entitlements leased in:** 0  
**Poker machine permits (PMP):** 0  
**Unfulfilled quotas:** 0

**Gaming machine threshold:** 13  
**Maximum gaming machine authorisations allowed:** 13  
**Net GME (Gaming machine entitlements held on premises):** 13  
*(Note: Net GME = GME – GME Leased Out)*

There are no current quotas for this licence

### Gaming machine shutdown hours

Day	Start Time	End Time
Monday	04:00 AM	- 10:00 AM
Tuesday	04:00 AM	- 10:00 AM
Wednesday	04:00 AM	- 10:00 AM
Thursday	04:00 AM	- 10:00 AM
Friday	04:00 AM	- 10:00 AM
Saturday	04:00 AM	- 10:00 AM
Sunday	04:00 AM	- 10:00 AM

**Independent Liquor & Gaming Authority**

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.

## Attachment D – Premises plan

Must clearly specify:

- gaming room/gaming area
- gaming machines location
- cash dispensing facilities (ATMs, cash redemption terminals and/or cashier desks)
- gambling incident register location (if a physical register is maintained)

## Attachment E – Warning signs of at-risk gambling behaviour and how to act on them

Extracted from the [Advanced Responsible Conduct of Gambling participant workbook](#)

### Appendix 3: Warning signs of at-risk gambling behaviour and how to act on them

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> </ul>	<p>On their own, these may be early warning signs. A patron showing several of these signs could be at risk of gambling harm.</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 at risk of gambling harm.</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 issues</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 at risk of gambling harm.</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>

**Source:** Developed by the Office of Responsible Gambling, based on international and Australian best practice and informed by key research, including Delfabbro, P., Thomas, A. and Armstrong, A.R. (2016), 'Observable indicators and behaviours for the identification of problem gamblers in venue environments', *Journal of Behavioral Addiction*, 0, 1–10. DOI: 10.1556/2006.5.2016.065; and Thomas, A., Delfabbro, P. and Armstrong, A.R. (2014). 'Validation study of in-venue problem gambler indicators', report prepared for Gambling Research Australia