



Responsible Gambling

The Surf Club Kurrawa is committed to providing Responsible Gambling services. This is achieved through the implementation of the Queensland Responsible gaming Code of Practice which provides a proactive approach to the promotion of responsible gambling practices. It also encourages the creation of gambling environments that minimize harm to individuals and to the broader community.

Key Goals

- The Surf Club Kurrawa provides safe and supportive environments for the delivery of gambling products and services.
- Customers make informed decisions about their gambling practices.
- Harm from gambling to individuals and the broader community is minimized.
- People adversely affected by gambling have access to timely and appropriate assistance and information.

What is responsible gambling?

Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimized and people make informed decisions about their participation in gambling.

What is problem gambling?

Problem gambling exists when gambling activity results in a range of adverse consequences where;

- The safety and wellbeing of gambling customers and/or their families and friends are placed at risk; and/or
- Negative impacts extend to the wider community.

Behavioural signs of problem gambling include:

- Gambling more money than you can afford.
- Gambling with money which should be used for household bills.
- Emotional outburst and mood swings.
- Increased alcohol consumption.
- Dishonesty to access money for gambling.
- Borrowing money to gamble.
- Absence from work or home.

How to get help.

Contact our Customer Liaison Officer

Help is available if you think you have a gambling problem. At the Surf Club Kurrawa we have a Customer Liaison Officer who is happy to discuss your problem. You can access this person by asking a manager or by calling 07 5527 5660.

Contact Gambling Helpline: Phone 1800 222 050

Local Contact information: Suite 7b Markeri Court
5 Markeri Street
Mermaid Beach 4218

Telephone: (07) 5575 6122
Fax : (07) 5575 6133

Services Provided:

Financial Counselling is provided to people in financial difficulty because of gambling. Counselling is also provided to families affected by the gambling of a family member.

Opening hours: 11.00am to 8.00pm Monday and Tuesday
9.00am to 5.00pm Wednesday to Friday

Self Exclusion

Self exclusion is another option to assist gamblers. With self exclusion a person bans themselves from entering the Club. Our Customer Liaison officer can assist you with this process and can be contacted through a Manager at the Club.

Once excluded:

- Persons entering the gambling areas of The Surf Club Kurrawa will be committing an offence by law and are subject to prosecution and penalties including fines of up to \$3,000.
- Persons are removed from all mailing lists used for marketing purposes.

Customer Complaints

The Surf Club Kurrawa has in place a customer complaints resolution policy and procedure. If at any time a customer has a complaint relating to gambling or a responsible gambling matter please contact the Customer Liaison Officer who can be contacted through a Manager at the Club who will outline our procedure. In the event that you are not satisfied with the outcome you can contact the Queensland Office of gaming Regulation.

Responsible Service of Alcohol

It is the policy of The Surf Club Kurrawa that customers who are identified as intoxicated are no longer allowed to gamble.

Minors

Minors are prohibited from entering the gaming area at The Surf Club Kurrawa. If a minor is found in the gaming area they will be escorted from that area immediately.

Advertising and Promotions

The Surf Club Kurrawa will conduct advertising and promotions in an ethical and responsible manner. Some of the key strategies adopted by The Surf Club Kurrawa include:

- Photographs used in marketing do not depict the consumption of alcohol while gambling.
- Advertising is not dominated by gambling.
- Advertising is not false or misleading and does not include misleading statements about odds, prizes, or chances of winning.
- Advertising is not depicted at minors or disadvantaged groups.
- Internal and external signage does not advise winnings paid.

Financial Transactions

The Surf Club Kurrawa has a number of policies regarding financial transactions at the Club. These include:

- ATMs are located out of view of gaming machines.
- Cheques are not cashed.

Gaming Machines

All values shown are averages. It is likely that significant variations to these will happen during any session of play.

If the machine is a linked machine, the chances of a prize or combination occurring will be different to those above, but can only be better.