



GAMING PLAN OF MANAGEMENT

LIQC300242064

141 Gaming Machine Entitlements

VERSION CONTROL

Version	Date	Changes made to content	Approved by	Next review date
1.0	29.7.24		Board of Directors	July 2025
1.1	12.4.25	Update of Licensing Sargent & Acting CEO Details	Board of Directors	July 2025
1.2	2.6.25	Update of Competency Cards	Board of Directors	July 2026
1.3	16.3.26	Update of CEO, Trade & Shutdown Hours & Attachments	Board of Directors	1 July 2027
1.4	20.7.26	Update of Competency Cards & Licensing Police Details	Board of Directors	1 July 2027

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[illegible]

3. GAMING RELATED LICENCE CONDITIONS

NIL

4. MEASURES TO ADDRESS GAMBLING HARM

If a staff member becomes aware that a patron may be showing the following signs:

- gambling every day and difficult to stop at closing time
- gambling extended hours
- a patron avoiding contact while gambling
- a patron requesting to borrow money
- a patron declaring, they have a gambling problem
- a patron displaying aggressive, anti-social behaviour while gambling

Advise the Manager on duty of your concerns and remember when dealing with problem gambling issues to follow these steps:

- be discreet
- speak quietly
- don't be judgemental

The Licensee and staff acknowledge that while most people participate in gambling activities in a socially enjoyable and harmless manner, gambling can create problems for some individuals. The Club therefore aims to deliver, advertise and promote gaming services in a lawful and responsible manner, having regard to the potential harm that may be caused by gambling and the community concerns about the conduct of gambling. The Club urges all patrons to gamble responsibly by setting a limit and sticking to that limit.

The venue has gambling signage and information about self-exclusion and internal self-audit strategies

Procedure for assisting patrons with accessing self-exclusion schemes and counselling services

Controls around gaming related advertising

Policies on cashing cheques, prize winning cheque procedures and limits

Staff training and qualifications –

Port City Bowling 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 regular training sessions appropriate to their role:

- Multi Venue Self- Exclusion
- Advanced Responsible Gambling Training
- Compliance Officer Training

These annual 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 required to complete 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.

Board are required to complete RCG Oversight training to ensure that there is a structured top down approach to harm minimisation.

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. RESPONSIBLE GAMBLING OFFICERS

The Club requires any incident to be recorded in the Incident Register clearly identifying the incident and the information required.

Supervisor[s] are responsible for ensuring that the Incident register is completed as outlined in the Clubs Incident Register Procedures as soon as reasonably practicable following an incident.

The venue's staff regularly monitor patron behaviour and interact with customers who show signs of at-risk gambling behaviour. If a customer is showing signs of at-risk gaming behaviour or have been playing the EGM's for 3 hours or more, the Club Licensee will offer the patron information about counselling services, self-exclusion, or advise them to take a break in play.

The clubs Licensee holds the Advanced RCG Accreditation as well as the position of the RGO. The Licensee and board reviews incident registers on a regular basis

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

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:

Email :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>

6. VENUE GAMBLING SIGNAGE AND MANDATORY GAMBLING INFORMATION

Weekly checks are undertaken and documented by employees to ensure all gaming compliance signage is up to date and maintained.

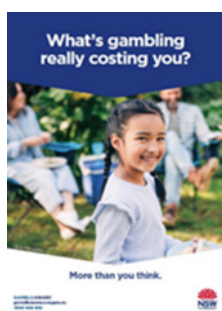
Management audits are also undertaken at least quarterly at the club to ensure we are meeting legislative requirements.

All approved signage that is required to be displayed by Liquor & Gaming NSW will be affixed in prominent locations throughout the Club, including 6G “Help is close at hand”, 1G “What’s gambling really costing you?”, 3G “A million to one” and 2L “Under 18’s not permitted” at each entry point to the Club’s gaming room.

The Problem Brochure 1, “Info about the odds - betting on Gaming Machines” are located in the Gaming Room and available in other languages upon request. 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.

Mandatory gaming machine signage and brochures include:

MANDATORY: Sign 1G - Gambling Warning

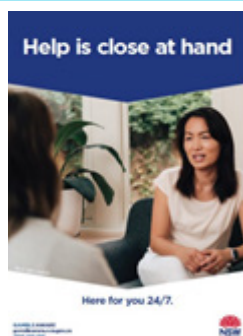


“What’s gambling really costing you?”
(4 available options)

This sign must be prominently displayed in each gaming area:

- Cashbox
- Information wall/corner in the gaming room

MANDATORY: Sign 6G – Gambling Counselling

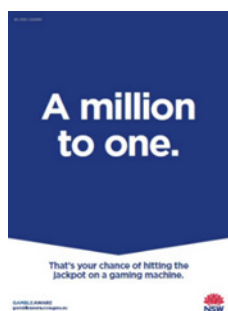


“Help is close at hand”
(6 available options)

This sign must be prominently displayed in each gaming area:

- Cashbox
- Information wall/corner in the gaming room.

MANDATORY: Sign 3G – Chances of winning sign



“A million to one”

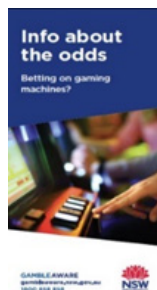
This sign must be prominently displayed in each gaming area:

- Both entries into the gaming room
- Entry into the Alfresco gaming room

MANDATORY: Sticker 4G – Gambling counselling sticker



These stickers are prominently displayed on each gaming machine.

MANDATORY: Brochure 1 – Info about the odds – Betting on gaming machines

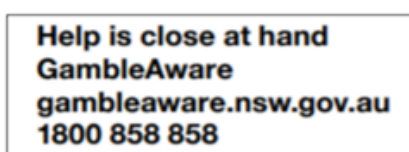
These brochures are prominently displayed and available in each area with gaming machines.

Both entries into the gaming room
Entry into the Alfresco gaming room
Information wall/corner in the gaming room

Translated versions are supplied to patrons from nonEnglish speaking backgrounds upon request.

MANDATORY: Contact card 2G – Self-exclusion contact card

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.

MANDATORY: Problem gambling message

This message is prominently displayed on or near all ATMs and cash-back terminals.

Gaming Room – CRT
TAB/Non-Thinkers – ATM
Bowls lounge - ATM

The message is also included on any player activity statements, all betting tickets, and all gaming machine tickets (TITO tickets).

MANDATORY: Sign 2L – No Under 18s

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:

Both entries into the gaming room
Entry into the Alfresco gaming room

Signage and information for patrons from non-English speaking backgrounds

Port City 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

Self-Audit checks

Staff monitoring

Self-audits are carried out quarterly and reported to the Board of Directors.

7. INFORMATION REGARDING PLAYER ASSISTANCE

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

Multi-Venue Self Exclusion (MVSE)

A Supervisor is always available during trading hours to facilitate self-exclusion of patrons and help making contact with counselling services

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.

Self-Exclusion

Allows our patrons to exclude themselves from all areas of our club(s), whenever they feel the need. The minimum period for self-exclusion is six months. Once a patron agrees to exclude from the club for a specific time, we will assist them in honouring that commitment.

If a patron wishes to self-exclude, they should speak with a Club Duty Manager at the venue. The Club supports the ClubSAFE Multi-Venue Self-Exclusion (MVSE) program which allows patrons to ban themselves from multiple venues in the area, to avoid gambling activities. This program has helped more than 6,000 individuals to regain control over their gambling habits. If a patron breaches their self-exclusion, it is reported through the MVSE program for assessment by trained counsellors.

For more information, visit

<https://www.clubsnsww.com.au/services/clubsafe/multi-venueselfexclusion>

Partial Self Exclusion

This initiative allows our patrons to exclude themselves from gaming activities at our club, but still allows them access to other areas including restaurants, bars, and entertainment precincts. The minimum period for a partial self-exclusion is six months. Once the patron agrees to stay away from our gaming areas for a specific time, we will assist them in honouring that commitment. The only difference between this option and a full exclusion is that the patron can still attend the venue, however they will not be permitted entry to the gaming floor. If a patron wishes to partially self-exclude, they should speak with a Club Manager at the venue. Alternatively, they can contact a gambling help counsellor.

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

For more information, visit

<https://www.clubsnsw.com.au/services/clubsafe/multi-venueselfexclusion>

Online Self Exclusions

Many people are too embarrassed or ashamed to ask for help, so this initiative allows our patrons to exclude themselves from all areas of our club, by filling a form available online whenever they feel the need. The patron needs to attach a photo to the online exclusion form and will be contacted by the Club Duty Manager, so they can confirm the self-exclusion agreement and encourage the use of counselling services.

Third Party Concern

Any approach to staff by a family member or a friend of a patron with respect to concerns of a patron's gambling habits or a request to exclude that patron from the Club is immediately referred to the Club's Responsible Gambling Officer or in their absence, a Club Duty Manager, who are trained in dealing with these matters. A self-exclusion application will then be lodged with the Club's responsible gambling provider, ClubSAFE. ClubSAFE will then contact the person to be excluded and independently deal with the request according to the legislated process.

Club Initiated Exclusions

Port City Bowling Club management may initiate a Multi-Venue Exclusion for a Player if it is of the opinion that it is necessary to prevent that Player from experiencing serious gambling-related harm.

The Club will initiate a Multi-Venue Exclusion if a Player displays any of the following problem gambling behaviours:

- seeking credit for gambling.
- seeking to borrow money for gambling.
- admitting to borrowing or stealing money to gamble; or
- leaving a minor unattended while playing gaming machines.

Port City Bowling Club management may also change a gaming area only exclusion to an entire Club premises exclusion if a player breaches or attempts to breach their exclusion on two or more occasions.

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 identification of signs of potentially risky/problematic behaviours will be part of the regular training for staff. These signs can also be included in staff communications from time to time.

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.

If a person who looks under 25 is found in the gaming area/s, proof of ID will be requested and potentially the person will be asked to leave gaming area or Club.

The Secretary/CEO and ALL staff will comply with legislative requirements and will take all reasonable steps to ensure that no person under the age of 18 years is in the precincts of the Club, without being accompanied by a responsible adult.

In instances where a minor is identified on the licensed premises in any restricted area, including the Gaming Floor, relevant steps will be immediately implemented [1] Ask for proper identification [2] Ask the person[s] to leave [3] Call the Police if person[s] refuse to leave.

The Club policy is that all minors on the licensed premises must vacate by 2200 on any night and that all minors must be continuously accompanied and / or supervised by a responsible adult.

Any parent or guardian bringing a minor to any part of the venue must ensure that the child is not left unattended. If a child is unattended, the parent or guardian will be asked to leave the premises and further restrictions might be enforced. The matter may also be referred to the police.

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

Under no circumstances does the club permit the cashing of cheques or providing cash through credit cards. The Club imposes limit on the amount of any prize or accumulated credits that is paid in cash. The amount of any cash payment must not exceed the limit imposed by law (currently \$5,000). The balance above any prize or accumulated credits paid in cash may be paid by crossed cheque made payable to the prize-winner or paid by electronic funds transfer to an account nominated by the prize-winner where that is requested by the prize-winner and agreed to by the Club within 48 hours of the request. In its discretion, the Club may pay part of a prize in advance of paying the balance

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.

Yes, Player activity statements are available on request which report the patrons spending on gaming machines over a monthly period. All requests will be fulfilled within 48 hours of such requests. All prizes are paid as required by legislation.

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: Maintained manually and held at reception. It is accessible by CEO, Operations Manager, Gaming Department and Supervisors.

Supervisor[s] are responsible for ensuring that the Incident register is completed as outlined in the Clubs Incident Register Procedures as soon as reasonably practicable following an incident through the online register and Cherrycheck.

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

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.

[If your venue has an approval from the Secretary under clause 28(4) of the Gaming Machines Act 2019, insert requirements for the location of cash dispensing facilities]

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.

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.

15. PROCEDURES FOR GAMING-RELATED CUSTOMER COMPLAINTS

Any complaint the Club receives, there is a process in the handling of the complaint and the actions taken during all stages of the complaint investigation/resolution.

Appropriate information materials located at reception and bar areas for staff to access. Signage displayed for patrons with current information.

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:
By providing Appropriate information materials, training and staff meetings

Email: 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>

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.

18. REVIEW OF GPOM

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

19. CONTACT INFORMATION FOR LOCAL LICENSING POLICE

Name: Clint Smallwood

Phone: 02 6583 0199

Email: smal2cli@police.nsw.gov.au

Name: Seth Vagg

Phone: 02 6583 0199

Email: vagg1set@police.nsw.gov.au

Local Counselling Service Provider:

Gamble Aware Mid and North Coast

Phone: 02 6651 4093

Email: gambleawaremnc@lifeline.org.au

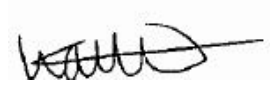
20. ANY OTHER GPOM CONTENT REQUIRED BY ILGA

Nothing listed on the Club's liquor licensee.

21. ATTACHMENTS

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
Matthew Swain	CEO	20 July 2026	
Katy-Lee Waldron	Acting Operations Manager	20 July 2026	

ATTACHMENT B – RECORD OF STAFF COMPETENCY CARDS

Staff name	Endorsements	Expiry date of endorsements
Geoff Waldron	CCH11467016	22 June 2028
Scott Owers	CCH10690398	4 July 2027
Jayden Gardner	CCH10644476	23 December 2027
Chris McCloskey	CCH10305859	27 March 2029
Sam Leggett	CCH10731409	6 November 2027

ATTACHMENT C – VENUE LIQUOR 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)

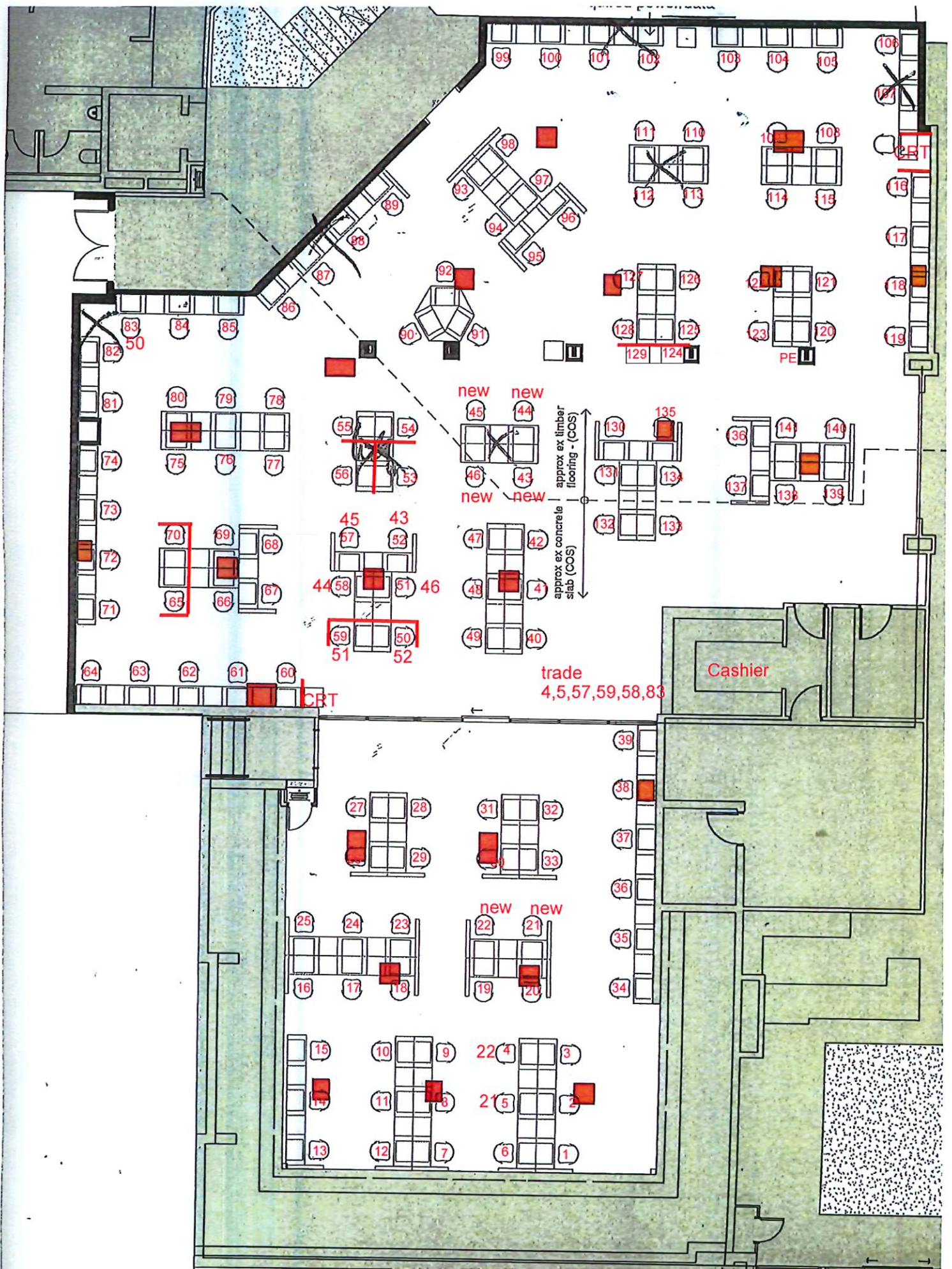
ATTACHMENT E – WARNING SIGNS OF AT-RISK GAMBLING BEHAVIOUR AND HOW TO ACT ON THEM

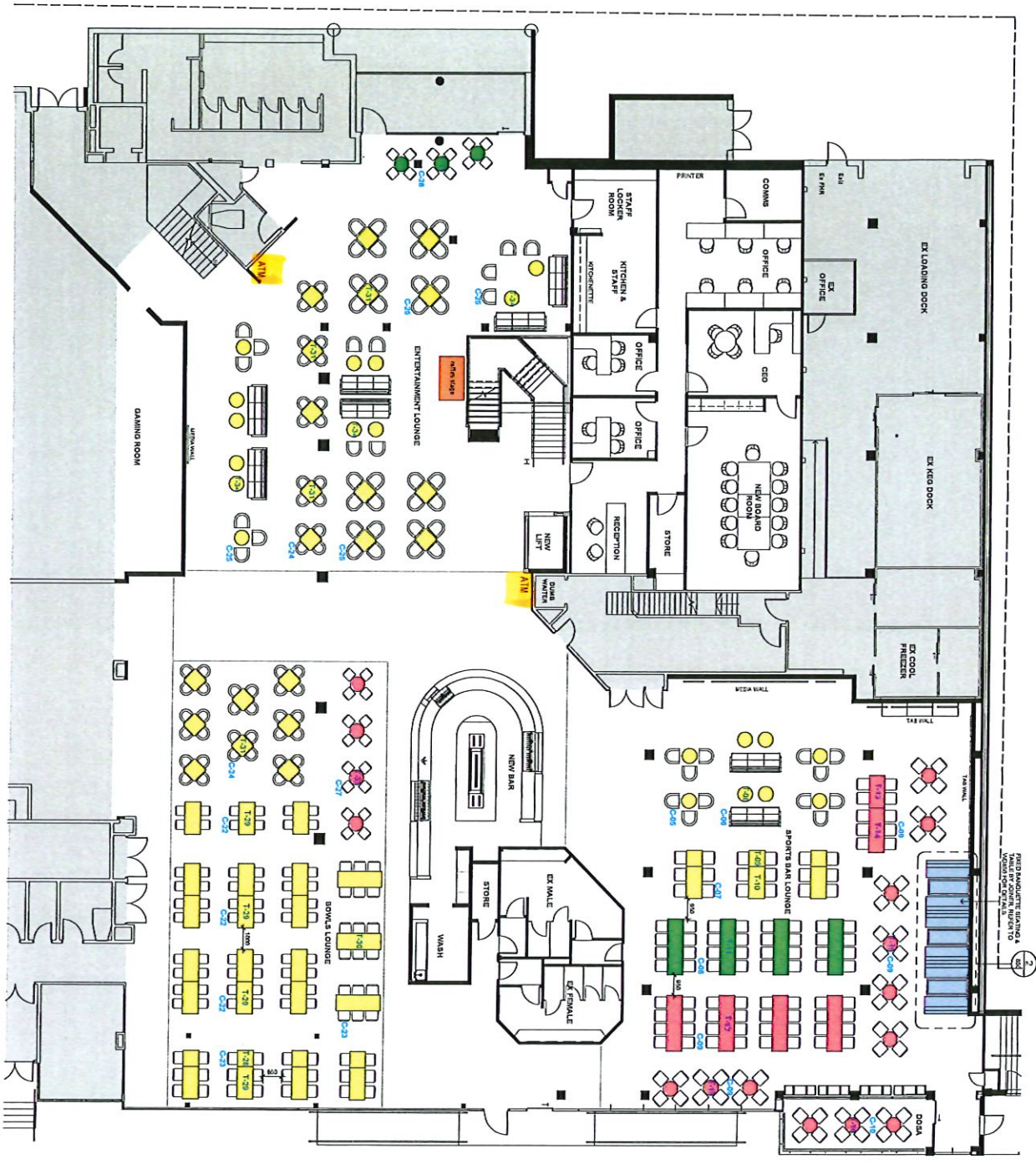
Extracted from the Advanced Responsible Conduct of Gambling participant workbook

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

GENERAL WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Starts gambling when the venue is opening, or only stops when the venue is closing Gambles most days <i>Behaviour during play</i> - Gambles on more than one machine at once - Rushes from one machine to another - Significant increase in spending pattern - Complains to staff about losing, or blames venue or machines for losing - Rituals or superstitious behaviours (rubbing or talking to machine)	<i>Money</i> Asks to change large notes before gambling	On their own, these may be early warning signs. A patron showing several of these signs could be at risk of gambling harm. - Monitor the patron's behaviour. - If you notice a patron who is showing two or more of these signs, record what you have noticed and tell your manager.
PROBABLE WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Finds it difficult to stop gambling at closing time <i>Behaviour during play</i> - Often gambles for long periods (three or more hours) without a proper break - Plays very fast - Gambles intently without reacting to what's going on around them	<i>Money</i> - Gets cash out more than once through ATM or EFTPOS - Avoids cashier, and only uses cash facilities - Puts large wins back into the machine - EFTPOS repeatedly declined <i>Social behaviours</i> - Becomes angry or stands over others if someone takes their favourite machine/ spot	A patron showing any of these signs is much more likely to be at risk of gambling harm. - Monitor the patron's behaviour. - Record what you have noticed and tell your manager, who will speak with the patron. - If a patron shows two or more of these warning signs, follow the steps for strong warning signs (below).
STRONG WARNING SIGNS		WHAT TO DO
<i>Length of play</i> - Gambles from opening to closing <i>Behaviour during play</i> - Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine)	<i>Money</i> - Tries to borrow money from other patrons or staff <i>Social behaviours</i> - Tells staff that gambling is causing them issues - Significant decline in personal grooming and/or appearance over several days - Friends or family raise concerns - Tries to hide their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there)	A patron showing any of these warning signs is probably at risk of gambling harm. - Monitor the patron's behaviour - 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.

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





PROJECT ADDRESS
PORT MACQUARIE CITY
BOWLING CLUB
4 OWEN STREET
PORT MACQUARIE NSW



GENERAL NOTES:
1. DO NOT SCALE OFF DRAWING. USE ONLY PROVIDED DIMENSIONS.
2. ALL DIMENSIONS ARE TO BE VERIFIED ON SITE.
3. ANY DIMENSIONS NOT TO BE VERIFIED ON SITE.
4. ANY DIMENSIONS NOT TO BE VERIFIED ON SITE.
5. ANY DIMENSIONS NOT TO BE VERIFIED ON SITE.

Chair Schedule - Area B

Code	Area	Count
C20	AREA B - SPORTS LANE 12	12
C21	AREA B - SPORTS LANE 13	13
C22	AREA B - SPORTS LANE 14	14
C23	AREA B - SPORTS LANE 15	15
C24	AREA B - SPORTS LANE 16	16
C25	AREA B - SPORTS LANE 17	17
C26	AREA B - SPORTS LANE 18	18
C27	AREA B - SPORTS LANE 19	19
C28	AREA B - SPORTS LANE 20	20
C29	AREA B - SPORTS LANE 21	21
C30	AREA B - SPORTS LANE 22	22
C31	AREA B - SPORTS LANE 23	23
C32	AREA B - SPORTS LANE 24	24
C33	AREA B - SPORTS LANE 25	25
C34	AREA B - SPORTS LANE 26	26
C35	AREA B - SPORTS LANE 27	27
C36	AREA B - SPORTS LANE 28	28
C37	AREA B - SPORTS LANE 29	29
C38	AREA B - SPORTS LANE 30	30
C39	AREA B - SPORTS LANE 31	31
C40	AREA B - SPORTS LANE 32	32
C41	AREA B - SPORTS LANE 33	33
C42	AREA B - SPORTS LANE 34	34
C43	AREA B - SPORTS LANE 35	35
C44	AREA B - SPORTS LANE 36	36
C45	AREA B - SPORTS LANE 37	37
C46	AREA B - SPORTS LANE 38	38
C47	AREA B - SPORTS LANE 39	39
C48	AREA B - SPORTS LANE 40	40
C49	AREA B - SPORTS LANE 41	41
C50	AREA B - SPORTS LANE 42	42
C51	AREA B - SPORTS LANE 43	43
C52	AREA B - SPORTS LANE 44	44
C53	AREA B - SPORTS LANE 45	45
C54	AREA B - SPORTS LANE 46	46
C55	AREA B - SPORTS LANE 47	47
C56	AREA B - SPORTS LANE 48	48
C57	AREA B - SPORTS LANE 49	49
C58	AREA B - SPORTS LANE 50	50
C59	AREA B - SPORTS LANE 51	51
C60	AREA B - SPORTS LANE 52	52
C61	AREA B - SPORTS LANE 53	53
C62	AREA B - SPORTS LANE 54	54
C63	AREA B - SPORTS LANE 55	55
C64	AREA B - SPORTS LANE 56	56
C65	AREA B - SPORTS LANE 57	57
C66	AREA B - SPORTS LANE 58	58
C67	AREA B - SPORTS LANE 59	59
C68	AREA B - SPORTS LANE 60	60
C69	AREA B - SPORTS LANE 61	61
C70	AREA B - SPORTS LANE 62	62
C71	AREA B - SPORTS LANE 63	63
C72	AREA B - SPORTS LANE 64	64
C73	AREA B - SPORTS LANE 65	65
C74	AREA B - SPORTS LANE 66	66
C75	AREA B - SPORTS LANE 67	67
C76	AREA B - SPORTS LANE 68	68
C77	AREA B - SPORTS LANE 69	69
C78	AREA B - SPORTS LANE 70	70
C79	AREA B - SPORTS LANE 71	71
C80	AREA B - SPORTS LANE 72	72
C81	AREA B - SPORTS LANE 73	73
C82	AREA B - SPORTS LANE 74	74
C83	AREA B - SPORTS LANE 75	75
C84	AREA B - SPORTS LANE 76	76
C85	AREA B - SPORTS LANE 77	77
C86	AREA B - SPORTS LANE 78	78
C87	AREA B - SPORTS LANE 79	79
C88	AREA B - SPORTS LANE 80	80
C89	AREA B - SPORTS LANE 81	81
C90	AREA B - SPORTS LANE 82	82
C91	AREA B - SPORTS LANE 83	83
C92	AREA B - SPORTS LANE 84	84
C93	AREA B - SPORTS LANE 85	85
C94	AREA B - SPORTS LANE 86	86
C95	AREA B - SPORTS LANE 87	87
C96	AREA B - SPORTS LANE 88	88
C97	AREA B - SPORTS LANE 89	89
C98	AREA B - SPORTS LANE 90	90
C99	AREA B - SPORTS LANE 91	91
C100	AREA B - SPORTS LANE 92	92
C101	AREA B - SPORTS LANE 93	93
C102	AREA B - SPORTS LANE 94	94
C103	AREA B - SPORTS LANE 95	95
C104	AREA B - SPORTS LANE 96	96
C105	AREA B - SPORTS LANE 97	97
C106	AREA B - SPORTS LANE 98	98
C107	AREA B - SPORTS LANE 99	99
C108	AREA B - SPORTS LANE 100	100

Table Schedule - Area B

Code	Area	Count
T20	AREA B - SPORTS LANE 12	12
T21	AREA B - SPORTS LANE 13	13
T22	AREA B - SPORTS LANE 14	14
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T83	AREA B - SPORTS LANE 75	75
T84	AREA B - SPORTS LANE 76	76
T85	AREA B - SPORTS LANE 77	77
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T96	AREA B - SPORTS LANE 88	88
T97	AREA B - SPORTS LANE 89	89
T98	AREA B - SPORTS LANE 90	90
T99	AREA B - SPORTS LANE 91	91
T100	AREA B - SPORTS LANE 92	92

ATTN

FOR CONSTRUCTION

ARCHITECT
Bergstrom Architects
SUBMITTED TO: PORT MACQUARIE CITY BOWLING CLUB
SUBMITTED BY: BERGSTROM ARCHITECTS PTY LTD (ABN 75 096 996 996)
SUBMITTED DATE: 11/01/2024
SUBMITTED TIME: 11:00 AM

PROJECT
ALTERATIONS & ADDITIONS TO
EXISTING PORT MACQUARIE
CITY BOWLING CLUB

DRAWING
FURNITURE & JOINERY - AREA
(B) - INTERNAL GROUND -
SHEET 01

SCALE
1:100 @ A1 WD-320
2

DATE
APRIL 2024

STAMP



Verify NSW

Port Macquarie City Bowling Club Limited

Current

Licence details

Licence type

Club Liquor Licence

Licence number

LIQC300242064

ABN

71 001 056 211

Licence sub-type

N/A

Duration

Unlimited duration

Start date

18 May 1955

Expiry date

Ongoing

Feedback

Authorisations

Type
Club functions authorisation
Type
Non-restricted area authorisation
Type
Right to keep gaming machines

Feedback

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 

Additional licence conditions.

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.

Source

Authority

Reference

230

Start date

1 Jul 2008

Condition

The Licensee/Secretary shall insure that not less than one (1) licensed security person is engaged or assigned by the Registered Club to perform continual patrols of the external environs of the licensed premises, Friday and Saturday nights from 7pm to 12am or until all patrons have vacated the club and left the area in orderly manner to prevent disturbance to the neighbourhood. This person is to ensure the safe conduct of person attending and leaving those licensed premises and that such person do not disturb the quiet and good order of the neighbourhood.

Source

Authority

Reference

250

Start date

1 Jul 2008

Condition

Area: Ground Floor -reception area, lounge area, bowlers lounge and terrace; First Floor -whole of the first floor excluding offices and boardroom.

Source

Authority

Reference

3010

Start date

12 Jan 2011

Licensee

Name

PORT MACQUARIE CITY BOWLING CLUB LIMITED

Address

4 Owen St Port Macquarie NSW 2444

Phone

[0265831133](tel:0265831133)

Email

matthew@portcity.com.au

Website

www.portcity.com.au

Start date

18 May 1955

Feedback

Premises owner

Name

PORT MACQUARIE CITY BOWLING CLUB LIMITED

Address

4 Owen St Port Macquarie NSW 2444

Website

www.portcity.com.au

Start date

1 Jul 2008

Secretary

Name

Matthew James Swain

Start date

11 Apr 2025

Manager

Name

Matthew James Swain

Start date

11 Apr 2025

Feedback

Contact person

Name

Matthew James Swain

Phone

No data

Email

matthew@portcity.com.au

Start date

2 Apr 2025

Premises

Address

4 Owen St Port Macquarie NSW 2444

LGA

Port Macquarie-Hastings

SA2

Port Macquarie - East

Start Date

18 May 1955

Gaming machine details

Area cap

Applies to Port Macquarie - East

LGA classification

Country

SA2 band

2

Gaming machine entitlements (GMEs)

141

GMEs leased out

0

GMEs leased in

0

Poker machine permits (PMPs)

0

Unfulfilled quotas

0

Gaming machine threshold

141

Maximum gaming machine authorisations allowed

141

Net GMEs held on premises

141

(Note: Net GME = GME - GME leased out)

There are no current quotas for this licence

Feedback

Gaming machine shutdown hours

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

Public Holiday

04:00 AM – 10:00 AM

Disclaimer

While Liquor & Gaming NSW endeavors to ensure information in the public register is accurate, this may not always be possible. Consequently, no warranty is given as to the accuracy of content and users should not rely upon it. There may be other information relating to a licence that is not disclosed in this search and there are various other ways to seek information including a [Premises file archives and records request](#) and [Compliance and enforcement history search request](#)

Feedback

Trading hours listed are the hours that the venue can be operated. However, several exceptions exist to this including:

- Licence conditions or statutory shutdown periods that reduce trading on some or all of the premises.
- Trial licence conditions for extended hours
- [Eligible live entertainment venues](#) that can take advantage of 2-hour trading extensions on nights when live music is held.

- **Eligible venues** in a special entertainment precinct can also access a 1-hour trading extension every night

A premises development consent may further restrict the hours of operation.

Related Liquor & Gaming Noticeboard applications

There are no current applications for this licence



[Visit the Liquor & Gaming Application Noticeboard](#)

For more information, contact:

Liquor & Gaming NSW



Find out more about
[Liquor licences in NSW](#)



If this is your licence, update and manage your licence with **[Service NSW](#)**



[Helpful links for you](#)