Responsible Gambling Policy

Purpose

The Bears Group is committed to upholding the highest standards of integrity, accountability and compliance in the conduct of gaming activities at our venues: Burleigh Leagues Club, Burleigh Sports Club, and Nobby's Surf Club.

The Bears Group commits to minimising potential harm associated with gambling by creating a safe and responsible gambling environment for its members and guests.

Through the adoption of this Responsible Service of Gambling Policy, the Bears Group displays a commitment toward the goal of lessening the harmful effects that gambling, particularly problem gambling, may have on patrons of our venues and on those in the broader community.

Policy objective

The Bears Group will foster a culture of responsible gambling by creating an environment where gambling is fun and harm is minimised.

Responsible gambling strategies

1. **Provision of information**

Our venues will make available, through signage and upon request, a range of responsible gambling information.

2. **Interaction with patrons and community**

We will liaise actively with gambling-related support services, build support networks, and better understand and respond to issues that affect problem gamblers.

3. **Exclusion provisions**

We have exclusion provisions (self-exclusion and venue-initiated exclusion) implemented and provide appropriate support to patrons seeking exclusion from the gaming area or the whole club.

4. **Physical environment**

We will manage the gaming areas so that gaming services are provided in a responsible and safe manner and harm is minimised to patrons.

5. **Financial transactions**

Cash out facilities and financial transactions in our venues adhere to the required legislative and best practice standards.

6. **Advertising and promotions**

We will ensure gambling advertising and promotions, including player loyalty/rewards programs, engage patrons in a responsible and safe manner and on balance, encourage responsible gambling and harm minimisation strategies.

Further information: This policy is made under the Queensland Responsible Gambling Code of Practice. For more information, please request a copy of the Bears Group's extended Responsible Gambling Policy document.