

## ClubSafe Information Sheet

Clubs in NSW are not-for-profit organisations that exist for the benefit of their members and the community.

Clubs are a focal point for many communities, providing a meeting place and facilitating the pursuit of interests such as sporting, community, workers, business, national, religious, RSL and ex-services. They also play a vital role in sustaining local community activities by providing significant support to local schools and playgroups, returned soldiers and war widow support groups, local hospitals and nursing homes, surf lifesaving clubs, seniors, local neighbourhood centres, emergency services, as well as charities of all sizes and types across NSW.

One of the unique attractions of NSW registered clubs is that they provide safe social venues for community owned gaming.

In 2000, the peak club industry body, ClubsNSW, initiated ClubSafe, a world's best practice responsible gambling program. As a ClubSafe member club, Ballina RSL Club Ltd is committed to a policy of best practice when it comes to the provision of a responsible gambling environment.

The program is based on a ClubSafe Code of Practice, consisting of eleven best practice guidelines that are supported by a comprehensive management system designed to proactively minimise harm associated with problem gambling.

Through ClubSafe, Ballina RSL Club Ltd can offer support and information to club patrons who may have a problem with their gambling, as well as offer support for family and friends who may be impacted by a problem gambler.

ClubSafe initiatives include:

- Free, confidential ClubSafe Counselling Service
- Government approved self-exclusion process
- Staff awareness training
- ClubSafe Code of Practice and Advertising Code of Practice
- Responsible gambling signage

The ClubSafe Counselling Service is a free, confidential phone service available to club patrons, providing effective crisis counselling support and counselling referrals as well as the option for ongoing anonymous telephone counselling. To access the ClubSafe Counselling Service call 1800 99 77 66, Monday to Friday, 9am to 5pm.

The ClubSafe self-exclusion process gives patrons the option to choose to be excluded from the club. For more information on this option please contact **the Operations/Gaming Manager, Ballina RSL Club Ltd) on 0266 86 2544.**

## G-Line

*G-line (NSW)* is a 24-hour, 7 days a week, statewide telephone helpline offering crisis counselling for problem gamblers, their families, friends and others. It is available to

anyone in NSW who wants to talk to a trained counsellor about their own, or someone else's, gambling problem.

According to G-Line, some indicators of problem gambling are:

- Gambling more than you can afford to lose
- Borrowing money from friends, family, banks and loan sharks to gamble
- Selling family or personal assets to gamble
- Losing time from work or study to gamble
- Arguing with family over your gambling habits
- Feeling guilty about the amount of money gambled
- Chasing losses to win back money

To access G-line, call 1800 633 635.

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