

URALLA GOLF CLUB

GAMING PLAN OF MANAGEMENT

| Version | Date | Approved By | Next Review Date |
|----------------|-------------|--------------------|-------------------------|
| 1.0 | July 2024 | Scott Sullivan | July 2025 |
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Contents

| | | |
|------------|---|-----------|
| 1. | INTRODUCTION | 3 |
| 2. | ClubSAFE MEMBER | 3 |
| 3. | OUR VENUE | 3 |
| 4. | OUR CUSTOMERS | 3 |
| 4.1 | Self-Exclusion | 3 |
| 4.2 | Partial Self-Exclusion | 4 |
| 4.3 | Counselling Services | 4 |
| 4.4 | Welfare Checks | 5 |
| 4.5 | Signs of Problem Gambling | 5 |
| 5 | OUR TEAM | 6 |
| 5.1 | Staff Training and Awareness | 6 |
| 5.2 | Responsible Gambling Officer | 7 |
| 5.3 | Gambling Incident Register | 7 |
| 5.4 | Staff Gambling Policy | 7 |
| 6 | NSW LEGISLATION | 8 |
| 6.1 | Minors/Persons Under 18 Years | 9 |
| 6.2 | Financial Transactions | 9 |
| 6.3 | Venue Gambling Signage and Information | 10 |
| 6.4 | Operating Hours | 13 |
| 6.5 | Gaming related licence conditions | 13 |
| 6.6 | Community Contributions | 14 |
| 6.7 | Venue Layout | 14 |
| 6.8 | Review of Uralla Golf Club’s Gaming Plan of Management | 14 |
| 6.9 | Local Liquor Licensing Police Contact Details | 15 |
| 7 | APPENDIX A – FLOOR PLAN | 16 |
| 8 | APPENDIX B – RECORD OF STAFF COMPETENCIES | 17 |
| 9 | APPENDIX C – RECORD OF GPOM ACKNOWLEDGEMENT | 18 |
| 10 | APPENDIX D – LIQUOR LICENCE | 19 |

1. INTRODUCTION

Uralla Golf Club is committed to responsible gambling and as such have developed a plan of management in consultation with Uralla Golf Club board and management team to promote responsible service and delivery of gambling products.

This plan highlights our current initiatives and support services that are available to our customers and team to improve the overall standard of customer care and encourages a responsible gambling culture.

This Gaming Plan of Management has been adopted at:

Uralla Golf Club (LIQC300243176)
33 Plane Avenue, Uralla NSW 2358

A copy of this document can be found on the Club website and in-house upon request from the office.

Uralla Golf Club is located in the SA2 of Armidale Surrounds - South, which at the time of updating is a Band 1 and is licenced to operate 7 gaming machines. Uralla Golf Club is currently operating 7 EGMs.

For more information, please email ceo@armidaleservies.com.au

2. ClubSAFE MEMBER

Uralla Golf Club are a member of ClubSAFE which is the Club industry's leading best practice and preferred responsible gaming program in NSW. It is based on a Multi-Venue Self-Exclusion (MVSE) program designed to assist people with a gambling problem by self-excluding them from multiple venues around which they live, work and socialise.

3. OUR VENUE

Uralla Golf Club has an electronic gaming system installed which allows for the reporting of meters in fifteen minutes increments and gives management visibility of activity occurring on each gaming machine throughout the day.

Uralla Golf Club has CCTV cameras located at the entrance to the venue, the entrances to the gaming floor and throughout the gaming floor.

4. OUR CUSTOMERS

The decision to gamble lies with the individual and represents a choice, and in order to properly make that choice individuals must have the opportunity to be informed.

Uralla Golf Club is committed to providing appropriate information to all individuals including those from different cultural and linguistic backgrounds, so they are able to make informed decisions consistent with their personal preferences and individual circumstances.

Uralla Golf Club takes the issue of responsible gambling very seriously and actively promote the following initiatives to ensure all patrons to our Club are aware of such services available to them.

4.1 Self-Exclusion

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. Uralla Golf Club will initiate self-exclusion when requested by a patron at any time during its open hours.

The ClubSAFE MVSE Program removes barriers for people with a gambling problem such as the difficulty of visiting 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 Venue Manager at the Club or by contacting a gambling help counsellor.

ClubSAFE also offers self-facilitated self-exclusion. Self-facilitated self-exclusion allows patrons to exclude themselves without having to attend a gaming venue or waiting to meet with a counsellor.

The minimum period for a self-exclusion is six months. Once a patron agrees to stay away from the Club for a specific time, our venues have processes in place to help them honour that commitment.

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

Uralla Golf Club has an electronic sign in system at the bar which assists with identifying and preventing breaches of self-exclusion.

4.2 Partial Self-Exclusion

A partial self-exclusion allows a patron to exclude themselves from gambling activities at the Club such as TAB/KENO and/or gaming machines, but still allows them access to other Club facilities including restaurants, bars and other entertainment.

A patron can self-exclude by speaking to the Venue Manager at the Club or by contacting a gambling help counsellor.

ClubSAFE also offers self-facilitated self-exclusion. Self-facilitated self-exclusion allows patrons to exclude themselves without having to attend a gaming venue or waiting to meet with a counsellor.

The minimum period for a self-exclusion is six months. Once a patron agrees to stay away from the gaming activities of the Club for a specific time, our venues have process in place to help them honour that commitment.

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

4.3 Counselling Services

As required by law, Uralla Golf Club display problem gambling brochures at critical points within the venue and have a wide range of these brochures in many languages to help with our culturally diverse community. These brochures contain details about the ClubSAFE Counselling Service and Gambling Help Line:

ClubSAFE Counselling Service – 1800 997 766

GambleAware Helpline – 1800 858 858

The management team at our venue are proactive in handing out the relevant information to patrons in need. Uralla Golf Club will display information about local support services in strategic locations, on the gaming floor and on digital displays where appropriate.

4.4 Welfare Checks

Uralla Golf 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. Our management and frontline team are vigilant in monitoring our patrons undertaking any gambling activity. If they are showing signs of extended play or distress, the Venue Manager will conduct a welfare check to gauge their mood, stress level and assertiveness and if required undertake the steps necessary whether that be encouraging them to take a break, explaining our exclusion or counselling services or asking them to leave the environment.

All encounters are recorded in our gaming incident register.

4.5 Signs of Problem Gambling

Some of the signs of problem gambling are listed below. Staff are to remain vigilant in detecting any of the indicators mentioned below whilst on duty. If uncertain whether a patron is exhibiting any of the signs of problem gambling, the staff member is encouraged to speak with the Venue Manager.

| GENERAL WARNING SIGNS | | WHAT TO DO |
|---|---|--|
| <p><i>Length of play</i></p> <ul style="list-style-type: none"> Starts gambling when the venue is opening, or only stops when the venue is closing <p>Gambles most days</p> <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> 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) | <p><i>Money</i></p> <ul style="list-style-type: none"> Asks to change large notes before gambling Uses coin machine at least four times | <p>On their own, these may be early warning signs. A patron showing several of these signs could be experiencing problems with gambling.</p> <ul style="list-style-type: none"> 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 |
| <p><i>Length of play</i></p> <ul style="list-style-type: none"> Finds it difficult to stop gambling at closing time <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> 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 | <p><i>Money</i></p> <ul style="list-style-type: none"> 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 <p><i>Social behaviours</i></p> <ul style="list-style-type: none"> Becomes angry or stands over others if someone takes their favourite machine/spot | <p>A patron showing any of these signs is much more likely to be experiencing problems with gambling.</p> <ul style="list-style-type: none"> 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 |
| <p><i>Length of play</i></p> <ul style="list-style-type: none"> Gambles from opening to closing <p><i>Behaviour during play</i></p> <ul style="list-style-type: none"> Shows obvious signs of distress or anger (crying, holding head in hands, shaking, outburst towards staff or machine) | <p><i>Money</i></p> <ul style="list-style-type: none"> Tries to borrow money from other patrons or staff <p><i>Social behaviours</i></p> <ul style="list-style-type: none"> Tells staff that gambling is causing them problems 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) | <p>A patron showing any of these warning signs is probably experiencing problems with gambling.</p> <ul style="list-style-type: none"> 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. |

At-risk Gambling Behaviour is gambling behaviour that leads to gambling harm because it involved:

- Spending more money on gambling than a 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.

5 OUR TEAM

Uralla Golf Club are committed to facilitating staff training so that we can continue to improve the way we provide a responsible environment for gambling and customer care. Our staff regularly undertake in-house training and refreshers on our policies and procedures.

5.1 Staff Training and Awareness

Uralla Golf 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 training sessions appropriate to their role:

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

These 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 offered 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.

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

The Licensee and any staff employed to undertake the management of gaming machines are required to participate in Advanced RCG training.

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 and emails. 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.

5.2 Responsible Gambling Officer

5.2.1 The Club is not required to have a Responsible Gambling Officer on duty when gaming machines are operating.

5.2.2 The Licensee and any staff who are responsible for the management of gaming machine operations are required to undertake Advanced RCG Training.

5.3 Gambling Incident Register

5.3.1 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 10
- 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 section 4 of this plan.

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

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

5.3.2 Uralla Golf Club keeps a physical incident register

5.3.3 The licensee is required to review the gambling incident register on a monthly basis and consider what harm minimisation actions can be taken in response to trends in the register.

5.4 Staff Gambling Policy

Uralla Golf Club operates under the staff gambling policy of the Armidale Ex-Services Memorial Club. The main objectives of this policy are:

- To foster a healthy environment for people who could be at risk of developing gambling problems or are recovering from gambling addictions;
- To assure patrons and guests that gambling operations of the Club are conducted in a fair and equitable manner; and
- To ensure the Club complies with its legal obligations

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.

Uralla Golf Club are committed to supporting and advancing employee wellbeing through appropriate information and training.

6 NSW 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.

Inducement

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 dockets
- 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.

6.1 Minors/Persons Under 18 Years

Uralla Golf Club is a licensed venue, and as such, no person under the age of 18 is permitted entry into any part of the Club, unless they are in the company of an adult or guardian.

Gambling by minors is prohibited. Failure to comply will result in the person being asked to leave.

Signs are displayed at all gaming room entrances banning minors from entering the room. All Uralla Golf Club employees share the responsibility for asking for proof of age if they are uncertain whether a customer is at least 18. If relevant verification cannot be produced, the customer will be asked to leave.

6.2 Financial Transactions

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.

Uralla Golf Club adhere to the strict rules and regulations relating to the positioning of EFTPOS Terminals around the gaming floor.

Uralla Golf Club does not cash cheques for customers.

Winnings \$5,000 and below can be claimed in either cash, cheque or EFT. By law any winnings over \$5,000 will be issued as a cheque or EFT only. Winnings will only be issued to the person playing the machine at the time of the win.

Keno winnings up to \$5,000 will be issued in cash. Any winnings over \$5,000 are handled by Keno and the Club will be contacted to arrange remaining payment to the player as per Keno terms and conditions.

TAB winnings are paid by cash or into the players account as per TAB terms and conditions.

Appendix A provides a floor plan indicating the positioning of Eftpos Terminals located within the venue.

6.3 Venue Gambling Signage and Information

Weekly internal signage checks are undertaken by our team at Uralla Golf Club using a checklist to ensure all gaming compliance signage is up to date and maintained.

External checks are undertaken annually by Unique Signage from time to time upon request, a report is provided to management upon completion of these audits.


All advertising and promotions related to gaming undertaken within our Club comply with the Liquor & Gaming NSW advertising guidelines.

Uralla Golf Club includes and promotes responsible gambling messages on its website.

The following table outlines all of the current compliance signage requirements for Uralla Golf Club.

| | |
|--|---|
| <p>MANDATORY: SIGN 1G – Gambling Warning</p> | |
| <p>The sign features a photograph of a young girl smiling. The text 'What's gambling really costing you?' is at the top, and 'More than you think.' is at the bottom. Logos for 'GAMBLES AWARE' and 'NSW' are in the bottom corners.</p> | <p><i>“What’s gambling really costing you?”</i></p> <p>This sign (or a variation of this sign) must be prominently displayed in each gaming area.</p> <p>This sign is displayed in the following locations:</p> <ul style="list-style-type: none"> • Wall upon entry to gaming area • Right hand side wall upon exit from gaming area |
| <p>MANDATORY: SIGN 5G – Gambling Counselling</p> | |
| <p>The sign shows a woman sitting in a chair, talking to someone whose back is to the camera. The text 'Help is close at hand' is at the top, and 'Here for you 24/7.' is at the bottom. Logos for 'GamblesAware' and 'NSW' are in the bottom corners.</p> | <p><i>“Need a break from gambling”</i></p> <p>This sign (or a variation of this sign) must be prominently displayed in each gaming area.</p> <p>This sign is displayed in the following location:</p> <ul style="list-style-type: none"> • Wall upon entry to gaming area |
| <p>MANDATORY: SIGN 3G – Chances of Winning Sign</p> | |
| <p>The sign has a dark blue background with white text. The text 'A million to one.' is large and prominent. Below it, it says 'That's your chance of hitting the jackpot on a gaming machine.' Logos for 'GAMBLES AWARE' and 'NSW' are in the bottom corners.</p> | <p><i>“A million to one”</i></p> <p>This sign (or a variation of this sign) must be prominently displayed in each gaming area.</p> <p>This sign is displayed in the following locations:</p> <ul style="list-style-type: none"> • Right hand side wall on entry into gaming area |

| | |
|---|--|
| <p>MANDATORY: BROCHURE 1 – Info about the odds – Betting on gaming machines</p> | |
| | <p><i>"Info about the odds brochure"</i></p> <p>These brochures must be prominently displayed and available in each area with gaming machines.</p> <p>Translated versions are supplied to patrons from non-english speaking backgrounds upon request.</p> <p>These brochures are displayed in the following locations:</p> <ul style="list-style-type: none"> • Wall upon entry to gaming area • Right hand side wall upon exit from gaming area |
| <p>MANDATORY: CONTACT CARD 2G – Self-Exclusion Contact Card</p> | |
| | <p>Contact cards are securely attached to or near 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 machines.</p> |
| <p>MANDATORY: STICKER 4G – Gambling Counselling Sticker</p> | |
| | <p>These stickers are prominently displayed on each gaming machine.</p> |
| <p>MANDATORY: PROBLEM GAMBLING MESSAGE</p> | |
| <p>Help is close at hand GambleAware gambleaware.nsw.gov.au 1800 858 858</p> | <p>This message is prominently displayed on or near all ATM's and Cash-Back Terminals.</p> <p>(Uralla Golf Club does not currently have any ATM Facilities or Cash-Back Terminals)</p> <p>This message is also included on any player activity statements, all betting tickets, and all gaming machine tickets.</p> |

| MANDATORY: SIGN 2L – No Under 18s | |
|---|--|
|  | <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>This sign is displayed in the following locations:</p> <ul style="list-style-type: none"> • Right hand side wall on entry into gaming area |

6.4 Operating Hours

Uralla Golf Club is permitted to operate as detailed below:

| | |
|---|-------------|
| 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. | |
| Source: | Secretary |
| Reference: | 89 |
| Start date: | 04 Mar 2016 |

All venues are required by law to shut down their gaming floor operations for a minimum of 6 hours per 24-hour period, to facilitate machine audits and cleaning. Uralla Golf Club gaming machine shut down hours are identified below, meaning that gaming machines will not be operated within the times specified:

| | |
|-----------------------|---------------------|
| 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 |

6.5 Gaming related licence conditions

Uralla Golf Club does not currently have any gaming related licence conditions in place.

6.6 Community Contributions

All licensed venues in NSW are required by law to return a minimum 2.25% percentage of all gambling profits which exceed one million dollars, to the community.

6.7 Venue Layout

A current plan of Uralla Golf Club showing the gaming machine areas and surrounding areas is attached as Appendix A.

The plan indicates the location of the:

- gaming rooms
- current layout of gaming machines
- cash dispensing facilities (being ATM and CRT)

This Gaming Management Plan, for the avoidance of doubt, does not need to be updated if there is a change to:

- the gaming machine layout within the gaming areas or CRT location within the Club (subject to any applicable legislative requirements); or
- a change to the location of the ATM within the non-gaming areas of the of the Club (subject to any applicable legislative requirements).

6.8 Review of Uralla Golf Club's Gaming Plan of Management

This Gaming Plan of Management will be available to customers on the website and at the office.

Staff must be familiar with the Gaming Plan of Management. All staff who work in the gaming room, gaming area, or with gaming machines, must regularly read this Gaming Plan of Management. Whenever there are changes to the Gaming Plan of Management, staff must read and familiarise themselves with the modified document. The Gaming Plan of Management must always be available and accessible to all staff.

Appendix C provides a list of all staff who have read the Gaming Plan of Management.

This Gaming Plan of Management will be available to all staff via the website and staff noticeboard.

The operation and effectiveness of this strategy is reviewed regularly. The review process includes an opportunity for feedback from all relevant stakeholders including venue staff, customers and problem gambling support services.

Uralla Golf Club welcome feedback at any time, by writing to:

Mail: Scott Sullivan
Uralla Golf Club
33 Plane Avenue
Uralla NSW 2358
Email: ceo@armidaleservies.com.au

Feedback and complaints will be recorded by Scott Sullivan. If a response is required, this will be done within fourteen days.

Anyone may make an anonymous complaint to Liquor & Gaming NSW about liquor or gaming law breaches. Complaints to Liquor & Gaming NSW can be made in the following ways:

Email: contact.us@liquorandgaming.nsw.gov.au

Phone: 1300 024 720

Website: [//www.liquorandgaming.nsw.gov.au/community-and-stageholders/have-your-say/complains/make-a-complaint](https://www.liquorandgaming.nsw.gov.au/community-and-stageholders/have-your-say/complains/make-a-complaint)

This Gaming Plan of Management must be reviewed at least annually, as well as periodically when modifications are required to reflect changes at Uralla Golf Club, legislative changes or emerging risks.

6.9 Local Liquor Licensing Police Contact Details

Name: Colin Bird

Contact Number:

Station Name: Armidale Police Station

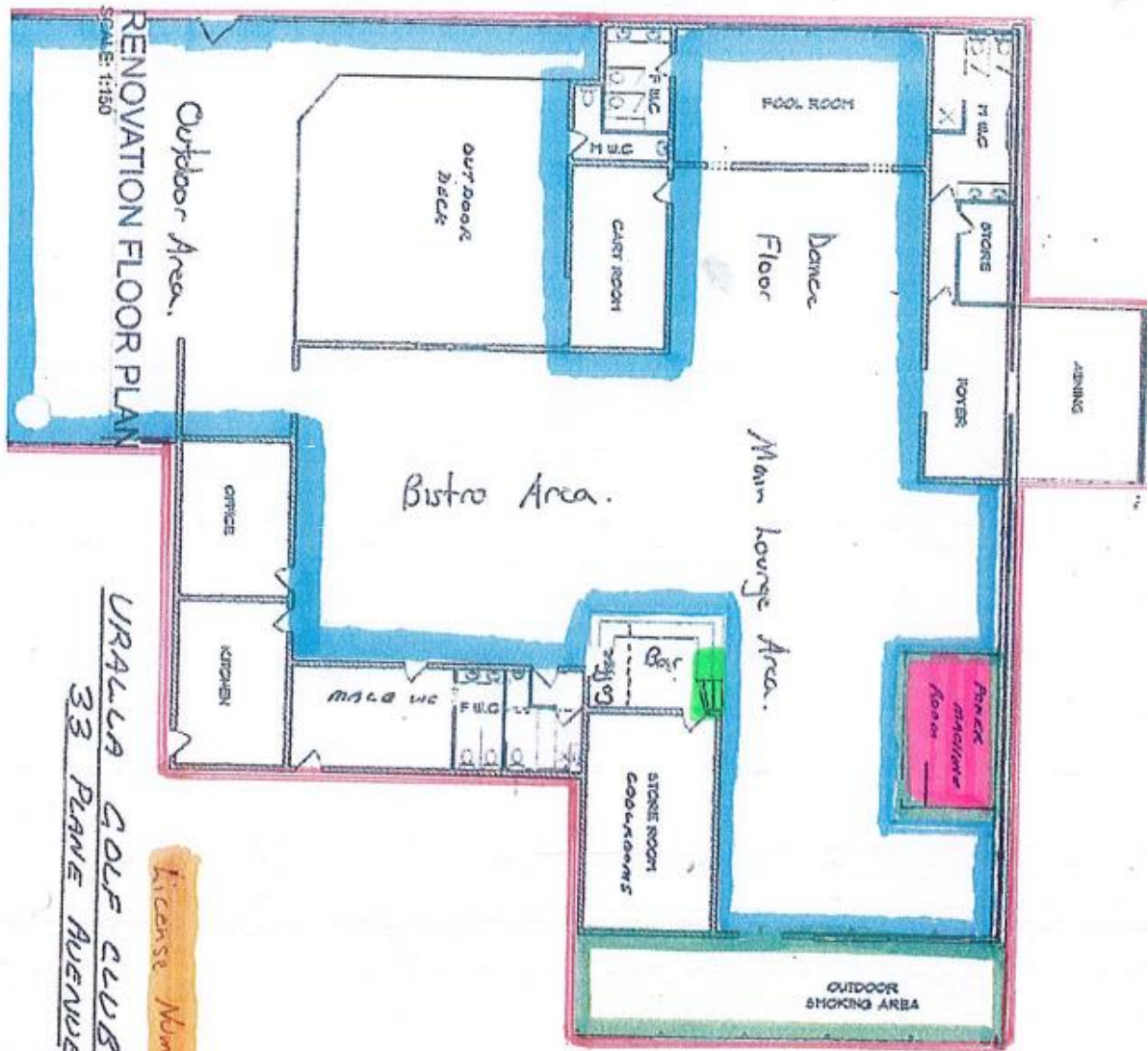
Station Address: 96-98 Faulkner Street, Armidale NSW 2350

Station Telephone Number: (02) 6771 0699

Email: bird2col@police.nsw.gov.au

This Gaming Plan of Management will be immediately produced for inspection upon request by NSW Police or L&GNSW inspectors.

7 APPENDIX A – FLOOR PLAN



URALLA GOLF CLUB INC
33 PLANE AVENUE, URALLA
NSW 2358.

License Number: LTGC 300243176

- Legend**
- Proposed Licensed Boundaries.
 - Proposed Restricted Area
 - Proposed Non-Restricted Area.
 - Eftpos (ATM) Terminal
 - Poker Machine Room

10 APPENDIX D – LIQUOR LICENCE

[Home](#) > [Liquor & Gaming](#) > Uralla Golf Club Limited

Uralla Golf Club Limited

Status: Current

| | |
|---------------------|--|
| Licence type | Club Liquor Licence |
| Licensee | ARMIDALE EX-SERVICES MEMORIAL CLUB LTD |
| Start date | 4 Jul 1949 |
| Number | LIQC300243176 |
| Address | Racecourse Rd, URALLA, NSW 2358 |
| Expiry date | Ongoing |

Licence details

| | |
|-----------------------|------------------------------|
| Licence type | Liquor - club licence |
| Licence number | LIQC300243176 |
| Duration | Unlimited duration |
| Start date | 04 July 1949 |
| Expiry date | Ongoing |

Authorisations

Club functions authorisation

Non-restricted area authorisation

Right to keep gaming machines

Conditions

Licence conditions imposed by the Liquor Act and Regulation apply. To view a copy of these conditions, to go www.liquorandgaming.nsw.gov.au

Additional licence conditions.

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.

Source: Secretary
Reference: 89
Start date: 04 Mar 2016

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: 220
Start date: 01 July 2008

Condition:

Main Lounge, Bistro Area, Dance Floor, Pool Room, Outdoor Deck Area.

Source: Authority
Reference: 3010
Start date: 07 Nov 2023

Licence holder and connected parties

ARMIDALE EX-SERVICES MEMORIAL CLUB LTD

Role Licensee
Start 2 Apr 2024
Address 137 Dumaresq Street, ARMIDALE, NSW 2350
ABN 61000979377
Phone 0267760800
Email finance@armidaleservices.com.au
Website No data

Role Premises owner
Start 2 Apr 2024
Address 137 Dumaresq Street, ARMIDALE, NSW 2350
Website No data

Scott William Sullivan

Role Secretary
Start 6 Mar 2013

| | |
|--------------|--|
| Role | Manager |
| Start | 5 Apr 2024 |
| Role | Contact Person |
| Start | 5 Apr 2024 |
| Phone | 0429783423 |
| Email | ceo@armidaleservices.com.au |

Premises

| | |
|-------------------------|---------------------------------|
| Address | Racecourse Rd, Uralla, NSW 2358 |
| LGA | Uralla |
| SA2 | Armidale Surrounds - South |
| Start Date | 4 Jul 1949 |
| End Date | No Data |
| Description | No data |
| Function Purpose | No data |

Gaming machine details

| | |
|--|---------------------------------------|
| Area cap | Applies to Armidale Surrounds - South |
| LGA Classification | Country |
| SA2 Band | 1 |
| Gaming machine entitlements (GMEs) | 7 |
| GMEs leased out | 0 |
| GMEs leased in | 0 |
| Poker machine permits (PMPs) | 0 |
| Unfulfilled quotas | 0 |
| Gaming machine threshold | 7 |
| Maximum gaming machine authorisations allowed | 7 |
| Net GMEs held on premises | 7 |

(Note: Net GME = GME - GME leased out)
There are no current quotas for this licence

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](#)

It is noted:

- Trading hours listed are the maximum possible hours able to be operated under the licence.
- Venue trading can be impacted by licence conditions or statutory shutdown periods that apply to all, or some of the premises.
- Premises development consent may also restrict trading at the venue.
- [Eligible live entertainment venues](#) can take advantage of a 2-hour trading extension on the nights live music is held.
- [Eligible venues](#) in a special entertainment precinct can also access a 1-hour trading extension every night.



We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture.

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