# Responsible Gambling Code of Conduct

## GUILDFORD HOTEL

Effective Date: 29 August 2025

## How to Get Involved or Seek Support

- Speak to an RGO or staff member at any of our venues for immediate assistance.
- Call GambleAware at 1800 858 858 or the GameCare hotline at 1800 643 646 (both 24/7, free, and confidential) or visit gambleaware.nsw.gov.au for online resources.
- Request a self-exclusion form or discuss your options with us anytime, including enrollment in the AHA NSW MVSE Game Care program.
- Report concerns about liquor or gaming law breaches to Liquor & Gaming NSW at 1300 024 720 or contact.us@liquorandgaming.nsw.gov.au.

## Our Commitment

Guildford Hotel is committed to providing a safe, enjoyable, and responsible gambling environment for all patrons. We recognise that gambling is a legitimate form of entertainment for many, but it carries potential risks of harm. This Responsible Gambling Code of Conduct reflects our commitment to putting our patrons first by promoting informed choices, offering meaningful support, and proactively minimising gambling-related harm. We operate gaming facilities as a privilege under NSW law, and we implement the legal compliance requirements to ensure our patrons' well-being is at the heart of everything we do.

## Core Principles

1. **Patron Empowerment**
   We believe patrons should have the tools and information to make informed decisions about their gambling. Our staff are available to assist you in understanding your options and accessing support when needed.
2. **Harm Minimisation**
   Our priority is to identify and support patrons who may be at risk of gambling harm, ensuring they feel respected and cared for in our venues.
3. **Transparency and Accountability**
   We are open about our gambling services and committed to exceeding applicable laws and regulations to protect our patrons.
4. **Community Well-Being**
   We aim to contribute positively to the community by fostering a culture of responsible gambling and supporting those affected by gambling harm by referral to support services.

# Our Patron-Focused Practices

1. **Providing Information for Informed Choices**

    - We ensure clear and accessible information about gambling odds, rules, and potential risks are displayed throughout all gaming areas. Mandatory signage and self-exclusion contact cards are placed on machines, highlighting risks and promoting responsible gambling messages, with support services like the GambleAware hotline (1800 858 858) prominently featured across our venues.
    - Additionally, we provide player information brochures approved by Liquor & Gaming NSW, readily available in the gaming room and offered in foreign languages upon request. These brochures outline essential details about gambling risks and support options, allowing you to make informed decisions.

2. **Supporting Self-Exclusion and Breaks in Play**

    - Staff are trained to perform welfare checks during extended sessions and breaks in play are encouraged to those experiencing signs of gambling harm, respectfully suggesting a pause or a change of activity.
    - We offer a simple and confidential self-exclusion program for patrons who wish to take a break from gambling at our venues. You can request self-exclusion for a specific period or venue(s) by speaking to a staff member or Responsible Gambling Officer (RGO).
    - To enhance patron choice and safety, we proudly participate in AHA's Multi-Venue Self-Exclusion (MVSE) program, GameCare. This industry-leading initiative allows patrons to exclude themselves from multiple participating venues across NSW with a single, confidential application. Our staff can assist you in enrolling in the MVSE program.

3. **Trained Staff and Responsible Gambling Officers (RGOs)**

    - All staff working in gaming areas complete mandatory Responsible Conduct of Gambling (RCG) training.
    - We require all staff working in gaming areas to complete Advanced RCG training. This ensures a deep understanding of responsible gambling principles at every level of our organisation.
    - At least one RGO will be on duty whenever gaming machines are operational in venues with more than 20 gaming machine entitlements, as required by law. After midnight the RGO will be solely dedicated to the minimisation of gambling harm.
    - RGOs are approachable and trained to proactively check in with patrons showing signs of distress or excessive gambling, offering support and information in a non-judgmental way.
    - We ensure our RGOs can perform their duties - such as restricting access for patrons experiencing gambling harm - without fear of negative consequences from management. No adverse actions, such as discipline or dismissal, will be taken against an RGO for fulfilling their responsibilities. Additionally, we maintain robust whistleblower protections to safeguard staff who report suspected violations of applicable laws, including harm minimization obligations. This ensures our team can confidently act in the best interests of patrons.
    - Staff are prohibited from using gaming machines during work hours to comply with the law and maintain professional standards.

4. **Monitoring and Intervention**

    - Our staff and RGOs observe patron behaviour for signs of gambling harm, such as spending excessive time or money, emotional distress, or neglecting personal responsibilities (e.g., leaving minors unattended).
    - We utilise cutting-edge software to monitor gambling activity in real time, allowing us to identify at-risk patrons earlier and more effectively than standard practices - another way we go above and beyond legal requirements. This advanced system tracks key indicators like session duration, spending patterns, and frequency of play. It provides our team with actionable insights to intervene proactively.
    - If we suspect a patron is at risk, staff will respectfully engage with them, offering a friendly check-in, suggesting a break, or providing tailored information about support options.

5. **Limiting Access to Cash**

    - Our cash dispensing facilities are designed to support responsible gambling by preventing easy access to funds for gaming. These facilities do not allow cash withdrawals from credit card accounts. ATMs are positioned outside of areas where gaming machines are located and are not visible from gaming machines, jackpot prize monitors, or the entry to gaming rooms.
    - In venues with a designated gaming room, ATM facilities are situated at least 5 metres from the gaming room entrance, creating a physical buffer that encourages thoughtful decision-making before accessing additional cash.
    - No gambling-related signage or advertisements will be visible near cash dispensing facilities.
    - Credit betting is strictly prohibited, and staff will not facilitate loans or advances for gambling purposes.

6. **Promoting a Balanced Experience**

    - We encourage patrons to enjoy gambling as part of a broader entertainment experience, offering alternative activities such as a warm meal, live entertainment, or social events.
    - Gaming Machines are shut down daily in accordance with the Hotels Liquor Licence.
    - Gaming areas are designed to be safe and comfortable, with clocks visible to help patrons keep track of time.

7. **Support Services and Referrals**

    - Free, confidential access to gambling support services are available to all patrons. Contact details for GambleAware (1800 858 858, 24/7) and the GameCare hotline (1800 643 646, 24/7) will be provided upon request or displayed in brochures and signage throughout our venues, ensuring you have multiple avenues for support.
    - RGOs and staff will facilitate referrals to professional help if requested, ensuring patrons feel supported in seeking assistance.

8. **Protecting Vulnerable Patrons**

    - Minors and intoxicated individuals are not permitted in gaming areas, and staff are trained to enforce this policy respectfully but firmly.

- We respect third-party exclusion requests (e.g., from family members) and will implement in line with the NSW regulations.

**9. Responsible Advertising**

- Gambling promotions will not target vulnerable groups, glamorise excessive gambling, or suggest gambling as a solution to financial problems.
- No gaming-related advertising will be displayed on the exterior or interior of our premises to comply with NSW law.
- We do not offer inducements like free alcohol or credits to encourage gambling.
- All gambling advertising will include responsible gambling messages and support service contact details.

**10. Reporting Misconduct**

- We are committed to upholding the highest standards of liquor and gaming laws. If you observe any potential breaches of these laws at our venues, you have the option to raise concerns anonymously with Liquor & Gaming NSW. This independent authority welcomes complaints or reports to ensure compliance and protect the community.
- Complaints and reports can be submitted to Liquor & Gaming NSW through the following channels: email at contact.us@liquorandgaming.nsw.gov.au, phone at 1300 024 720, or online via their website at https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint.
  Your feedback helps maintain a safe and responsible environment for all.

**11. Third party and independent verification**

- To ensure the effectiveness and integrity of our responsible gaming policies and procedures, we take a proactive, multi-layered approach. We partner with independent third-party experts who develop the framework and guidelines for our responsible gaming program. This collaboration ensures our policies are grounded in best practices and aligned with the latest research and regulatory requirements.
- To further strengthen our control environment, we engage independent review from operational departments, to conduct rigorous testing. This team assesses the implementation of the expert-developed framework, verifying the effectiveness of our controls. This dual approach, combining expert guidance with independent oversight, underscores our commitment to maintaining the highest standards in responsible gaming and ensures our policies are both comprehensive and effective.

## Your Rights as a Patron

- **To Be Informed:** You have the right to clear information about gambling and your options to limit or stop play.
- **To Seek Help:** You can approach any staff member or RGO for assistance without judgment.
- **To Be Respected:** Our team will treat you with dignity and privacy in all interactions.
- **To Enjoy Safely:** You deserve a safe, welcoming environment free from pressure to gamble.

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## Our Ongoing Commitment

We will review and update this Code annually, incorporating feedback from patrons, staff, and harm minimisation experts. A Gaming Plan of Management is maintained at each venue, outlining how we implement these practices and comply with NSW laws. This plan will always be available and accessible to staff, ensuring they have the guidance needed to uphold our responsible gambling standards consistently across all venues. By adopting advanced technologies, participating in programs like MVSE, and ensuring our team is fully trained in responsible gambling practices, we provide an industry-leading, patron-focused approach. Our goal is to ensure that gambling remains a safe and enjoyable choice for those who participate, while providing robust support for those who need it.

### GUILDFORD HOTEL

**Contact:** 02 9632 0343, 309 Guildford Road, Guildford NSW 2161

**Date of Issue:** 29 August 2025

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