

RESPONSIBLE GAMBLING MISSION STATEMENT

The Litchfield Outback Resort is committed to ethical and responsible behaviour that recognises the importance of our patron's wellbeing with a focus on minimising the potential harm of gambling.

If gambling becomes a problem please call

GAMBLING HELPLINE 1800 858 858

free, confidential, 24 hours, 7 days.

To assist you, the Litchfield Outback Resort can provide:

- A Player Information Guide to help you play responsibly; and
- Exclusion from the Tavern when gambling becomes a problem
- Our Financial Transaction Policy is also available but should be aware of the following rules:
 - This Tavern will not provide credit for gambling under any circumstances;
 - This Tavern will not cash winning cheques until the next day
- This Tavern will not cash cheques or make payouts beyond maximum set limits; and
- This Tavern may refuse to cash any cheque

MINORS

Minors are prohibited from gambling and are not permitted in the gaming area

GAMING MACHINES

The Tavern will maintain gaming machines in premium condition for patrons enjoyment and clearly mark unplayable machines

GAMBLING ENVIRONMENT

The Tavern will ensure a pleasant gambling environment for patrons. The Tavern will place a clock within designated gambling areas to make patrons aware of the passage of time.

BREAKS IN PLAY

The Tavern will not encourage extended, intensive and repetitive play and will make patrons aware of other alternative forms of entertainment available.

SERVICE OF ALCOHOL

Patrons showing signs of intoxication will be prevented from playing gaming machines and may be lawfully removed from the premises. The Tavern will abide with the guidelines of the Responsible Service of Alcohol Policy.

PLAYER PRIVACY

The Tavern will ensure all activities relating to gambling by patrons shall remain confidential and shall not be discussed with other members of the community.

SELF EXCLUSION

The Tavern has provisions as an operator to assist patrons who think they may have a problem with gambling to control their gambling habits.

Staff will co-operate with any person seeking to bar themselves from gambling by referring such person to the customer Liaison Officers.

EXCLUSION REQUESTED BY A THIRD PARTY

The Tavern will suggest to any third party (eg. Family member or professional welfare groups) that self exclusion documents and procedures are available and will provide a copy of the Offer of Self Exclusion and Deed of Self Exclusion to the third party to discuss the option with the person believed to have a problem with gambling.

CUSTOMERS & COMMUNITY REACTION

The Tavern's General Manager and Assistant Manager will perform customer liaison and community liaison officer roles to facilitate communication between patrons and community support agencies on responsible gaming issues. The Tavern will ensure that gambling related staff, where appropriate, are trained on an ongoing basis in responsible provisions of gambling and gambling products. They will receive training regarding the Responsible Gambling Policy so they may provide assistance to patrons regarding the policy.

ADVERTISING & PROMOTION CODE OF PRACTICE

The Tavern will ensure that any advertising or promotion:

- Complies with the Advertising Code of Ethics as adopted by the Australian Association of National Advertisers
- Is not false, misleading or deceptive
- Does not implicitly misrepresent the probability of winning prizes
- Does not give the impression that gambling is a reasonable strategy for financial betterment.
- Does not include misleading statements about odds, prizes or chances of winning.
- Does not offend prevailing community standards.
- Does not focus solely on gambling, where there are other activities to promote.
- Is not implicitly or explicitly directed at minors or vulnerable or disadvantaged groups.
- Does not involve and irresponsible trading practices by the gambling provider.
- Does not depict or promote the consumption of alcohol while engaged in the activity of gambling; and
- Has the consent of the person prior to publishing or causing to be published anything which identifies a person who has won a prize.

LITCHFIELD
Outback Resort