COONAMBLE BOWLING CLUB
THE CLUB ON THE CASTLEREAGH

Public Gaming Plan of Management

Summary of our responsible gambling commitments

Public issue	September 2026
Controlled GPOM	Version 2.0, reviewed November 2025
Next review	November 2026

About this public version

Coonamble Bowling Club is committed to providing gambling services responsibly, supporting patrons who may be at risk, and meeting its obligations under NSW gaming legislation.

This document is a public summary of the Club's controlled Gaming Plan of Management (GPOM). It explains the commitments, customer protections and support pathways most relevant to members, guests and the wider community.

The controlled GPOM is the operational compliance document used by the Club. It contains venue-specific procedures and internal appendices, including the premises plan, staff competency records, staff acknowledgements and other operational material. Those appendices are intentionally not reproduced in this public summary.

The controlled GPOM is maintained onsite, made accessible to relevant staff, reviewed at least annually and produced immediately to NSW Police or Liquor & Gaming NSW inspectors on request.

Document status

Document	Public Gaming Plan of Management Summary
Venue	Coonamble Bowling Club
Source document	Controlled GPOM version 2.0
Controlled GPOM approved by	Natalie Thurston
Controlled GPOM review date	November 2025
Next controlled review	November 2026
Public issue prepared	September 2026

Important: This summary does not replace the controlled GPOM, the Club's liquor licence, or applicable legislation. If there is any inconsistency, the legislation, licence and controlled GPOM prevail.

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Need help now? GambleAware is free and confidential. Call 1800 858 858, 24 hours a day, 7 days a week.

1 Our venue and commitment

Premises	Coonamble Bowling Club
Liquor licence	LIQC300236714
Address	64D Aberford Street, Coonamble NSW 2829
Telephone	(02) 6822 1144
Email	admin@coonamblebowlingclub.com.au
Gaming machines	32 entitlements and 32 electronic gaming machines operated
Location band	Coonamble SA2, Band 3

Our commitment

The Club promotes a responsible gambling culture and seeks to minimise gambling harm through informed customer choice, trained staff, active monitoring, welfare checks, self-exclusion support, accessible counselling information and regular review of its procedures.

ClubSAFE membership

Coonamble Bowling Club participates in the ClubSAFE responsible gambling program and its Multi-Venue Self-Exclusion system. The Club also accepts self-exclusions facilitated through other approved providers.

Responsible provision of gambling

- Customers are given access to clear information so they can make informed decisions.
- Support information is available for people from different cultural and language backgrounds.
- Patron welfare is treated as a shared responsibility across management and staff.
- Responsible gambling messages are displayed within the venue and included in relevant communications.
- The Club reviews operational information and incidents to identify opportunities to reduce harm.

Gambling should remain a form of entertainment. Help is available if gambling is affecting you or someone close to you.

2 Customer support and self-exclusion

Self-exclusion

A patron can ask to exclude themselves from Coonamble Bowling Club at any time during opening hours by speaking with a manager or trained staff member. A gambling counsellor can also assist. The minimum self-exclusion period for NSW clubs and hotels is six months.

The ClubSAFE Multi-Venue Self-Exclusion system can help a person exclude themselves from multiple participating venues near where they live, work or socialise. Online self-facilitation is also available, allowing a person to apply without attending a venue.

Partial self-exclusion

A partial self-exclusion can restrict access to gambling activities or areas, such as gaming machines, TAB and Keno, while allowing access to other Club facilities in accordance with the agreed exclusion terms.

How the Club supports an exclusion

- Staff explain the available exclusion options and help the patron begin the process.
- Information is handled confidentially and made available only to people who need it to administer and enforce the exclusion.
- The Club uses its approved systems and staff processes to identify excluded patrons.
- A breach or attempted breach is recorded and acted on in accordance with the controlled GPOM.

Counselling and support

GambleAware	1800 858 858 - free and confidential support, 24/7
ClubSAFE Counselling	1800 997 766
At the Club	Ask to speak privately with the manager or Responsible Gambling Officer on duty

Self-exclusion is free. It can be used to take a break, reduce gambling or stop gambling. Support is also available to family and friends affected by another person's gambling.

3 Welfare checks and signs of gambling harm

Staff monitor gambling areas and may conduct a respectful welfare check when a patron shows signs of extended play, distress or other at-risk behaviour. Support may include encouraging a break, providing help information, discussing self-exclusion or asking the patron to leave the gambling environment where appropriate.

What gambling harm means

At-risk gambling behaviour involves spending more money than a person can afford and/or spending so much time gambling that it interferes with relationships, social life or work responsibilities.

Gambling harm includes difficulties or negative consequences caused by excessive gambling. It can affect physical and mental health, finances, relationships, education, employment and social or psychological wellbeing.

Early or general signs	Probable signs	Strong signs
Frequent or very long visits; moving quickly between machines; increasing spend; repeatedly changing large notes or using coins; complaints about losses; gambling rituals.	Difficulty stopping; three or more hours without a proper break; very fast or absorbed play; repeated ATM or EFTPOS use; declined transactions; immediately putting larger wins back into play.	Gambling from opening to closing; visible distress or anger; borrowing money; saying gambling is causing problems; family concern; decline in appearance; trying to hide attendance.

One sign alone may not indicate harm. Staff consider the overall behaviour and combination of signs. After midnight, welfare checks and customer interactions are increased to create more opportunities for breaks in play and support.

4 Our team, RGOs and incident recording

Training and awareness

Gaming staff hold current Responsible Conduct of Gambling competency and receive training on the controlled GPOM, self-exclusion, identifying at-risk behaviour, customer care, incident recording and escalation. Relevant managers and Responsible Gambling Officers complete Advanced Responsible Conduct of Gambling training. Directors complete the required board oversight training or other applicable advanced training.

Responsible Gambling Officers

Because the Club holds 32 gaming machine entitlements, at least one trained Responsible Gambling Officer (RGO) is on duty whenever gaming machines are operating. If machines operate between midnight and 8:00 am, a nominated RGO is primarily focused on RGO duties.

- RGO duty: monitor gaming areas for signs of gambling harm
- RGO duty: proactively check in with patrons who may be at risk
- RGO duty: provide support information and facilitate self-exclusion
- RGO duty: record relevant incidents and escalate serious matters to management
- RGO duty: support staff in responding consistently and respectfully

Gambling Incident Register

The Club records relevant gambling-harm observations, requests for intervention or self-exclusion information, exclusion breaches or attempted breaches, incidents involving minors, and the action taken. Entries are made as soon as practicable and no later than 24 hours after the incident.

The register is reviewed monthly to identify trends and possible harm-minimisation actions. It is retained for three years, made available to authorised Police and inspectors, and managed in accordance with applicable privacy obligations.

Staff gambling

Staff must not use gaming machines or participate in gambling at the venue while on shift, including during breaks. Off-duty staff are subject to the same responsible gambling requirements as other patrons and must comply with the Club's staff gambling policy.

5 Customer protections and legal controls

Minors

- People under 18 are not permitted to enter gaming areas or use gaming machines.
- No-under-18 signage is displayed at gaming area entrances.
- Staff request acceptable proof of age whenever a person appears underage or age is uncertain.
- A person who cannot provide satisfactory proof of age will be directed to leave the restricted area or venue as required.

Advertising and inducements

The Club does not publish gaming machine advertising contrary to NSW law. Gaming-related signage is not displayed outside the premises or where it can be seen from outside. The Club does not offer free or discounted liquor, free gaming credits through public promotions, or other prohibited incentives to encourage gaming machine play.

Cash access

Cash dispensing facilities do not provide access to cash from a credit card account and are positioned in accordance with NSW requirements. They are not located in gaming areas or placed so they are visible from gaming machines or gaming-area entrances. The Club does not cash customer cheques.

Operational security information

Specific internal details about cash-handling systems, surveillance, equipment settings and the locations of cash facilities are maintained in the controlled GPOM and are not included in this public summary.

The Club is subject to the Gaming Machines Act 2001, Gaming Machines Regulation 2019, Liquor Act 2007 and other applicable requirements governing responsible conduct of gambling and harm minimisation.

6 Prizes, rewards and activity statements

Gaming machine prize payments

- A prize is paid to the person entitled to it in accordance with NSW requirements.
- A prize winner offered a non-cash prize must be given the choice to receive money instead.
- Non-cash gaming prizes must not include liquor, tobacco, knives, firearms or ammunition.
- Monetary prizes are paid within the required period. For prizes above $5,000, the amount exceeding $5,000 is paid by crossed prize-winning cheque or, where available, EFT in accordance with the statutory timing rules.
- If a winner of more than $5,000 asks for the entire prize by crossed cheque or EFT, the Club will comply.

Player reward scheme

The Club operates a member rewards program. Gaming-related reward points cannot be redeemed for cash. Promotional prizes connected with gaming machines are not offered in cash, cannot exceed $1,000 in value, cannot be indecent or offensive, and cannot be exchanged for cash.

Player activity statements

Members participating in an electronic player reward scheme or using player account cards may request a monthly player activity statement free of charge. The statement includes recorded turnover, wins, net expenditure, gaming-related points earned and redeemed, carded play time, and GambleAware information.

Statements relate only to play recorded while the member's card was inserted. Information is disclosed only to the person concerned or another person lawfully entitled to receive it. Ask a supervisor or manager during trading hours to request a statement.

Player activity statements are available free of charge on request.

7 Signage, trading and shutdown periods

Gambling signage and information

The Club checks required signage and brochures and replaces items that are missing, damaged or out of date. Mandatory information includes gambling warnings, counselling information, chances-of-winning information, self-exclusion contact cards, gambling counselling stickers, ATM messages and no-under-18 signs.

Translated responsible gambling information is available on request in Arabic, Simplified Chinese, Traditional Chinese, Greek, Hindi, Italian, Korean, Macedonian, Nepali, Spanish, Thai and Vietnamese.

Licensed hours shown in the controlled GPOM

Activity	Permitted hours
Consumption on premises	Unrestricted under the licence recorded in the controlled GPOM. Actual Club trading hours may be shorter.
Takeaway sales Monday to Saturday	5:00 am to 12:00 midnight
Takeaway sales Sunday	10:00 am to 10:00 pm
Good Friday and Christmas Day	Takeaway sales not permitted
24 and 31 December	Normal hours for the day of the week, including Sunday restrictions where applicable

Gaming machine shutdown period

Gaming machines are shut down from 4:00 am to 10:00 am every day, including Sundays and public holidays. This provides a minimum six-hour break in play.

The controlled GPOM states that the Club does not currently have any additional gaming-related licence conditions. This position is checked as part of the annual review.

8 Community, feedback and review

Community contributions

Where required, Coonamble Bowling Club makes community contributions through ClubGRANTS and other community support. The Club aims to meet or exceed applicable contribution requirements and to support local organisations and community outcomes.

Feedback and complaints to the Club

The Club welcomes feedback or complaints about responsible gambling or the operation of this plan. Complaints are recorded and, where a response is required, the Club aims to respond within 14 days.

Write to	Natalie Thurston, Coonamble Bowling Club, 64D Aberford Street, Coonamble NSW 2829
Email	admin@coonamblebowlingclub.com.au
Telephone	(02) 6822 1144

Reporting possible legal breaches

Anyone may report a possible breach of liquor or gambling law to Liquor & Gaming NSW, including anonymously. Contact Liquor & Gaming NSW on 1300 024 720 or use its online reporting portal.

Review and availability

- The controlled GPOM is reviewed at least every 12 months.
- It is reviewed sooner when venue operations, legislation or emerging risks change.
- Relevant staff must read and understand the controlled GPOM and any updates.
- The controlled document remains available onsite for staff and authorised inspectors.
- This public summary is updated when changes to the controlled GPOM materially affect public information.

9 Help and further information

If gambling is affecting you, your family or someone you care about, confidential help is available now.

GambleAware	1800 858 858 - free and confidential, 24 hours a day, 7 days a week
Website	www.gambleaware.nsw.gov.au
ClubSAFE Counselling	1800 997 766
Self-exclusion online	mvse.com.au/self-facilitation
At the Club	Ask privately for the manager or Responsible Gambling Officer on duty

Official information

Gaming Plan of Management information
View NSW Government information

Responsible Gambling Officers
View NSW Government information

Gaming machine payouts
View NSW Government information

Report an issue to Liquor & Gaming NSW
View NSW Government information

Prepared from Coonamble Bowling Club controlled GPOM version 2.0 and checked against Liquor & Gaming NSW public guidance available in September 2026.