



ClubSAFE

Leading Best Practice Program

Responsible Gambling
24-hr Counselling
Staff Education
Self-Exclusion
AML/CTF

ClubsNSW

ClubSAFE assists clubs in meeting their compliance requirements, delivering best practice outcomes and creating a safe environment for patrons through two levels of membership – **Standard** and **Premium**.

All ClubSAFE clubs have access to our Multi-Venue Self-Exclusion platform [MVSE], 24-hr Gambling Counselling Help-line and staff training in Anti-Money Laundering/Counter-Terror Financing requirements [AML/CTF].

Additionally, ClubSAFE Premium clubs have access to more detailed staff training in responsible gambling, NSW Liquor & Gambling compliance audits and the full suite of products to meet full AML/CTF compliance. Premium clubs will also be able to access 'Premium Extra' products and services at industry prices as they are identified.



Responsible Gambling	Standard	Premium
24-hr Counselling Service	●	●
MVSE & Training	●	●
MVSE Revocation Advice & Assistance	●	●
Policies & Procedures	●	●
3 rd Party Self-Exclusion Advice	●	●
Responsible Gambling & Harm Minimisation Staff Training		●
Crisis Intervention Counselling		●
ClubSAFE Ambassador		●
Anti-Money Laundering/Counter-Terrorism Financing AML/CTF		
Online Staff Awareness Training	●	●
Compliance Officer Course	1x	3x
AML Advisory Hotline	●	●
Face-to-face Training		●
Annual Health Check		●
AML/CTF Program		●
Independent Review (Bi-annual)		●
Liquor & Gaming Compliance		
Signage – Digital & Print	●	●
Quarterly Audits		●
Front Reception Training		●
Other Benefits		
Cultural Competency Training		●
Employee Assistance Program (EAP)		●
DiSC Employee Profiling		●
Legal Advice		●

ClubSAFE Premium Extras

ClubSAFE Premium clubs also have access to additional L&G audits, executive seminars, database services for customer and employee due diligence, and additional AML/CTF consulting services. These extras may incur additional charges.

Visit clubsnsw.com.au or email clubsafe@clubsnsw.com.au for more information about **Standard** or **Premium ClubSAFE** services.

Responsible Gambling

Multi-Venue Self-Exclusion [MVSE]

MVSE was designed by ClubsNSW to offer anyone the ability to self-exclude from multiple gaming areas in clubs and pubs closest to where the participant lives, works and socialises and as a step to taking control of gambling.

The system

- Manages personal information in a secure and confidential environment
- Provides easy access at the venue level and eliminates any time delays
- Updates nominated venues immediately about a participant's choice to self-exclude.

By no means is self-exclusion a cure-all. Rather, it works hand-in-hand with local counselling services allowing its participants to take advantage of multiple tools of assistance.

How does it work?

- Accessible by ClubSAFE member clubs and gambling counsellors
- Offers individuals the choice of self-exclusion facilitation at their local club or through their nearest Responsible Gambling Fund [RGF] gambling counselling service.

MVSE is part of a long-term strategy for forging even closer collaborative ties between NSW clubs and RGF counsellors.



Why ClubSAFE?



80% of NSW clubs with gaming machines are ClubSAFE members



Compliance with relevant State and Federal legislation



Respectful self-exclusion process and counselling options



Backed by industry best practice

24-hr Counselling Service

The ClubSAFE Counselling Service provides counselling and a local referral service for our member clubs. All calls are assessed and responded to immediately by our well-qualified and experienced team of counsellors – 24/7.

Callers requiring face-to-face counselling are subsequently referred to a local counselling service funded by the RGF. Once in touch with a local service, a patron can receive ongoing support free-of-charge.

Additional Counselling

- Support for family members of problem gamblers
- Support for non-English speaking patrons
- Phone support for club management and staff
- Crisis intervention counselling.*

** Available to Premium members only.*

AML/CTF

Money laundering, terrorism financing and serious financial crime are very real issues with very real impacts on the lives of everyday Australians. It also creates serious regulatory and reputational risks for the club industry especially due to the conduct of gambling and high levels of cash transactions.

ClubSAFE AML/CTF Services

- AML/CTF staff awareness training delivered either online or face to face
- Recommended service providers to assist clubs in developing a compliant AML/CTF program
- Compliance Officer Training
- Independent review of your AML/CTF program or recommend suitable service providers
- Advice and assistance on AML/CTF compliance.

ClubSAFE Ambassador Nathan Hindmarsh



Overcoming his destructive relationship with gambling and as part of the ClubSAFE team, Nathan has gone on to inspire others to seek help if gambling is no longer fun. His own experience has identified that it's not just individuals who are at risk from problem gambling – their families, friends and relationships can also be affected.

Nathan is available to ClubSAFE Premium clubs for presentations, to support and inspire your staff or to address community groups.

Contact clubsafe@clubsnsw.com.au for more information.

Financial Investment

The ClubSAFE membership year is financial year based. Pro-rata fees apply if joining after 1 July. There are NO lock-in contracts.

ClubSAFE Standard

Annual fee is based on revenue.

ClubSAFE Premium

Annual fee for a single/parent club with a graduated scale for child clubs based on the number of Electronic Gaming Machines (EGMs).

To receive a quotation, please contact clubsafe@clubsnsw.com.au

