



To Club Managers and Directors,

30 June 2023

Code of Practice | cherrycheck® Proposal

Importance of the Gaming Code of Practice

The Club Gaming Code of Practice ('the Code') is an important tool for demonstrating clubs as the safest and most responsible operators of gaming machines.

The Code is based on a targeted approach of identifying people that might require assistance and connecting them with the best support possible. We believe that this is preferable to blanket solutions that impact all players.

Under the Code, clubs are required to check on the welfare of players displaying indicators of problem gambling and to offer them support where appropriate. Interactions with players showing signs of distress are required to be recorded in an Incident Register.

ClubsNSW recognises for the Code to be effective, it must be easy to implement. The **cherrycheck®** app simplifies the process of undertaking and recording player welfare checks.

There is no requirement under the Code to use the **cherrycheck®** app; clubs are free to choose how they comply with the Code. However, after extensive review and venue trials, ClubsNSW strongly encourages clubs to try out the **cherrycheck®** LITE app. Having most clubs using the same electronic gambling incident register will assist ClubsNSW in providing data to regulators to demonstrate the effectiveness of the Code.

What is cherrycheck?

The **cherrycheck®** app is the only real time, mobile interface capturing compliance reporting anywhere. An affordable, systemised, and effortless mobile approach to managing risks associated with problem gambling and AML/CTF in venues. The **cherrycheck®** compliance app enables quick, easy logging of incidents, observations and conversations, automating the Gaming Incident Register and protecting venues from expensive compliance breaches while supporting industry best practice. Designed by gaming industry professionals to ease the burden of compliance, manage risk and reinforce advanced staff training.

The **cherrycheck®** app is endorsed by ClubsNSW and the LITE version includes an app to be used by venue staff on iOS, Android and PC Web Browser. Each venue can establish Club login details for single or multi-venues with the ability to control staff security access via a Super Admin role. The LITE version allows capture, recording and reporting of Configurable Responsible Service of Gaming Incidents.

The LITE version is easily upgradeable to the Full Version, which in addition to the Incident Register, includes:

- Automated workflow escalation (configurable) to Gaming Contact Officer
- Gaming System and Membership Integration
- AML / CTF Module
- Know Your Client Module for information and escalation to ECDD & PEP depending on risk matrix.
- Other Integrations such as facial recognition integrated with automated alerts for excluded patrons.



The Offer: ClubsNSW Venues

ClubsNSW undertook an extensive market review of solutions that could assist venues to meet their Code of Practice requirements. The **cherrycheck**® app has been developed by industry executives for the industry specifically to meet the challenges of monitoring RSG and AML / CTF incident reporting and escalation.

After the review and a venue trial period ClubsNSW endorse **cherrycheck**® as the leading solution for clubs and their staff to assist in meeting the Club Gaming Code of Practice.

ClubsNSW in conjunction with the Cherry Hub team will be collaborating on:

- Club sign-on
- Onboarding of Club's onto the LITE app
- Club Support – with first level support via the Club Assist team

The offer available for ClubsNSW venues is:

Option 1 (recommended)	Nil monthly fees (one-off \$200 data set up fee)
Option 2	Nil monthly fees (club self-set up)

We recommend Option 1 so your venue has the benefit of working with solution and data experts at Cherry Hub to ensure a premium experience in getting up and running with the **cherrycheck** LITE app.

To Accept the Offer

On acceptance of the Offer Clubs can be up and running within 1 to 2 weeks with their staff. The process is as follows:

1. Complete form with club details at: [cherrycheck LITE order form](#)]
2. Club will be redirected to an electronic order form with terms and conditions to use the software and execute electronically
3. After signing, and pre-approval, the Club will be provided a link to download and register the app
4. Club upload gaming machine data (recommended to get Cherry Hub assistance here)
5. Club invite staff users to use the app. Note a knowledge base of videos is available to assist with each step, as well as the ability to contact Club Assist for help.

We are excited to offer this opportunity to our supporting clubs. If you have any questions don't hesitate to contact ClubASSIST on 1300 730 001 or enquiries@clubsnsw.com.au.