

# **Responsible Gambling**

## **West's Entertainment Group**

### **Responsible Conduct of Gaming**

#### **Responsible Gaming Mission Statement**

The West's Entertainment Group is committed to providing responsible gaming.

West's are proud to be a part of the local community.

West's single most important responsibility to our community is to minimise any potential harm to gaming participants and to facilitate services that allow those affected by problem gambling to obtain the help they need without delay or compromise.

West's are proud to be a foundation member of the ClubSAFE Responsible Gambling Management Service.

#### **Counselling Services**

Seeking professional and confidential help from trained counsellors is an important step to overcoming problem gambling.

West's recommend the following services to those who have a problem with gambling or those who are affected by someone's gambling.

- **Think! About your choices Call Gambling Help 1800 858 858 [www.gamblinghelp.nsw.gov.au](http://www.gamblinghelp.nsw.gov.au)**
- **ClubSAFE Counselling Service (Mon to Fri ,9am to 5pm) Ph: 1800 997 766**
- **Anglicare Northern Inland Ph: 02 6701 8200**
- **Centacare New England North West Ph: 1800 372 826**
- **Gamblers Anonymous meet every Monday evening at 7.30pm at Johnston House, Tamworth Base Hospital. Contact Ph: 02 9628 5065 for more details.**

#### **20 Questions - Problem Gambling Self Assessment**

Gamblers Anonymous have developed a Problem Gambling Self Assessment Test. West's recommend the use of this assessment tool but acknowledge the test shouldn't be used in isolation and suggest there is no substitute for seeking trained counselling support for the assessment and treatment of problem gambling.

A link to the Gamblers Anonymous website and the "20 Questions" self assessment are found below;

<http://www.gamblersanonymous.org.au/>

[http://www.gamblersanonymous.org.au/twenty\\_questions.htm](http://www.gamblersanonymous.org.au/twenty_questions.htm)



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## **Gambling Hangover Website (NSW Government Initiative)**

The New South Wales Office of Liquor Gaming & Racing provides an informative and helpful website aimed at helping problem gamblers. The site includes an alternative self assessment tool, a gambling spend calculator and practical tips on how to manage problem gambling.

<http://www.gamblinghangover.nsw.gov.au/>

## **Self Exclusion**

The West Entertainment Group offers a Self Exclusion Program to its patrons. The service is confidential and can be tailored to meet individual needs (however minimum requirements apply).

If you have a gambling problem and considering Self Exclusion or if you would simply like more details about the program contact Wests on 02 67657588 or complete the online meeting request form below.

Wests are committed to protecting the privacy of all individuals and handling each case with compassion.

## **Wests Initiatives**

Although statistics suggest that a relatively small percentage of the adult population are problem gamblers, Wests are committed to a number of Harm Minimisation Initiatives. These initiatives are well above and beyond what is required by regulators. At Wests we worry about individuals not statistics and if we only help one individual with our initiatives we consider them worthwhile.

Please find details of the Wests Entertainment Groups Harm Minimisation Initiatives.

1. Wests refuse to cash cheques, regardless of the amount, the type of cheque or the individual.
2. Wests have a relationship with local counselling services. Wests offer a discreet referral card for these services at both of our venues.
3. Wests don't offer credit or credit facilities including cash advances.
4. Wests offer to secure mind an ATM card service if individuals are concerned about a lack of control over spending.
5. Wests offer optional cheque payments of prize wins instead of cash.
6. Wests are foundation members of the ClubsNSW responsible gambling management service know as Clubsafe.

Wests provide additional responsible gambling information and training to staff



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