

14 December 2023

Statement regarding disciplinary action against North Canberra Bowling and ACT Rugby Union Club Incorporated (The RUC)

The ACT Gambling and Racing Commission has taken disciplinary action against the North Canberra Bowling and ACT Rugby Union Club Incorporated, trading as The RUC, for contraventions of the *Gaming Machine Act 2004* and the *Gambling and Racing Control (Code of Practice) Regulation 2002*.

The contraventions include failure to adhere to the following sections of the *Gaming Machine Act 2004*:

- Exclusion of people at risk or excluded under deed
- No winnings for excluded or underage patrons, and
- Failure to comply with a condition.

The following disciplinary action has been taken:

- the licensee is publicly reprimanded
- the licensee is to pay a penalty of \$5,000 to the Australian Capital Territory
- the licensee is to engage an independent professional to conduct an audit of The RUC's control procedures in relation to excluded persons, and
- the licensee must ensure training is provided to staff members in the following areas:
 - how to identify the signs of problem gambling and the importance of identifying problem gambling, and
 - refresher training sessions for The RUC's Gambling Contact Officer in relation to risks of gambling harms and the intent of the exclusion scheme.

Ms Yu-Lan Chan, CEO of the Gambling and Racing Commission, stated the Commission is committed to preventing gambling harm and noted that exclusion from gambling venues is an important tool available to protect individuals from gambling harm.

"If an organisation makes a decision to sell gambling services, they must be able to fulfill their obligations as gambling licensees which includes protecting their customers" Ms Chan said. "The community and the Gambling and Racing Commission have expectations of all licensees to proactively prevent gambling harm in their venues. When this is not done, individuals can experience significant harm."



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"Whilst the Commission appreciates that The RUC has since taken steps to reduce the risk of this type of offence recurring, it is important that action is taken when licensees contribute to harm through failing to uphold their obligations that are set by legislation," Ms Chan said.

"This outcome is a timely reminder to all licensees to ensure all staff involved in the provision of gambling services can identify signs of gambling harm and exercise due diligence in relation to the Exclusion Scheme."

On behalf of the Gaming and Racing Commission, Access Canberra is in the closing stages of conducting a program with club licensees across Canberra to assess and educate them regarding protections for excluded persons.

Statement ends.

Media contact: M 0466 937 557 E CMTEDDmedia@act.gov.au