

Orig = Gambling  
Team

cc: G. Banks

3 May 1999

Mr Gary Banks  
Commissioner  
Productivity Commission  
PO Box 80  
BELCONNEN ACT 2616

Dear Commissioner

### **Gambling Inquiry - BetSafe Group of Clubs**

Further to our submission to the Inquiry in November 1998, and the attendance of Dr Ralph Lattimore at the BetSafe meeting on 9 April 1999, we would like to take the opportunity to provide you with an update on the BetSafe Responsible Service of Gambling program.

As at the date of our submission last year, the BetSafe program was still very much in its developmental stages. However, it is now a fully functioning program, and a further four clubs have joined. This brings the total number of BetSafe clubs to thirteen, with the majority of these located in the western suburbs of Sydney. A list of these clubs is enclosed. We anticipate that this number will increase to 30 by June 2000.

The draft Policies and Procedures Manual, one of the core components of the program (copies of which were provided to Dr Lattimore on 9 April), was recently distributed to the BetSafe Clubs for comment and is expected to be finalised within the next six weeks. However, many of the policies and practices contained in the manual are already fully implemented, such as the exclusion procedures. There have been approximately 35 self-exclusions arranged in BetSafe Clubs since the introduction of the program. There have also been two involuntary exclusions, a measure of the commitment of the Board of Directors of BetSafe Clubs to the responsible service of gambling.

Further, all BetSafe clubs are providing brochures containing information about responsible and problem gambling, and how to access counselling services.

These brochures are available in other languages such as Vietnamese and Arabic. Signs are also displayed at various locations in the clubs, such as the gaming areas, toilets, foyers and in the vicinity of EFTPOS/ATM facilities. Wallet-sized cards (sample enclosed) have similarly been strategically placed throughout the clubs.

Information about the BetSafe program has been distributed to members through club journals and local newspapers. A copy of such an article which appeared in the journal of the Canterbury-Hurlstone Park RSL Club is enclosed for your information. Some clubs have even produced a pamphlet outlining in detail the policies relating to financial transactions, such as credit betting and cheque cashing. We have enclosed for your information the pamphlets that have been put together by the North Sydney Leagues Club and the Dee-Why RSL Club.

Other innovations by BetSafe clubs to promote the program have included:

- inserting the logo on sign-in tickets (a sample of City Tattersalls is included)
- displaying large BetSafe signs at the entrance to the club
- displaying the BetSafe logo on the community bus operated by a club

One of the fundamental differences between the BetSafe program and other existing programs is that it is based on a minimum standards model, rather than a self-regulatory code of conduct which exists in other states (and is also in the process of being developed by the NSW Registered Clubs Association). A draft of the minimum standards agreement that all BetSafe clubs will eventually sign is enclosed. The minimum standards have been developed to reflect what we believe to be essential RSG principles. The reason we have opted for a minimum standards model is that it sets out clearly identifiable compliance levels, as compared to industry self-regulatory codes of conduct which by their nature tend to be a set of guidelines only. Compliance with those standards is achieved by way of the implementation of the policies and procedures contained in a club's manual.

You will note from the contents of the draft Policies and Procedures Manual that the RSG measures to be adopted by the BetSafe clubs exceed the minimum standards which they will be required to meet. We also believe that they are far more comprehensive than any statutory harm minimisation measures that the NSW Government might introduce.

The training of club employees, one of the other major components of the program, is also progressing in accordance with our timetable. By the end of June, every club employee (including the cleaners, kitchen staff and other non-gaming related staff) will have completed a two hour general gambling awareness training. Further, all gaming, human resources and other relevant

staff will have undertaken an additional four hour advance training course which deals specifically with the policies and procedures contained in the manual.

We hope that this information has been of assistance, and please do not hesitate to contact us should you require any additional information.

Yours sincerely

A handwritten signature in black ink, appearing to read 'PS', with a large, stylized loop at the beginning and a long, sweeping underline.

**Paul Symond** (on behalf of the  
BetSafe Group of Clubs)

**BetSafe Clubs as at April 1999**

City Tattersalls Club, Sydney

Eastern Suburbs Leagues Club, Bondi Junction

Dee Why RSL Club, Dee Why

Western Suburbs Leagues Club, Ashfield

Western Suburbs Leagues Club, Campbelltown

Western Suburbs Leagues Club, Newcastle

Canterbury-Bankstown League Club, Belmore

Canterbury-Hurlstone Park RSL Club, Canterbury

Merrylands RSL Club

North Sydney Leagues Club

Wentworthville Leagues Club, Wentworthville

St Marys Leagues Club (formally commencing 1 July)

Guildford League Football & Recreational Club, Guildford (formally commencing 1 July)



**PROMOTING  
RESPONSIBLE GAMBLING**

Gamble with what you can afford... not your lifestyle

**If gambling is creating a problem for  
you or someone you know phone**

**1800 633 635**



**PROMOTING THE RESPONSIBLE  
SERVICE OF ALCOHOL**

By staying within the limit you will stay within the law

**If alcohol is creating a problem for  
you or someone you know phone**

**1800 422 599**

Note: this card is double sided

# for your INFORMATION

## Dress Rules

Not Permitted at any time

- Torn or ripped clothing
- Thongs
- Singlets
- T-Shirts with offensive motifs
- Immodest clothing
- Brief shorts, skirts & lycra sports tights
- See-through blouses
- Bare midriffs
- Work overalls
- Sandals without socks
- Sports shorts

## General Areas

Dress must be clean, neat and tidy at all times. Joggers permitted with long socks. Dress hats only permitted.

## Exceptions:

### Dining Room

Patrons not permitted to wear joggers, sandals, track pants or T-Shirts. Shorts permitted with long socks.

### Auditorium

Patrons are not permitted to wear joggers, sandals or track pants when attending evening theatrical shows in the Auditorium after 6.00 pm.

Shorts permitted with Long socks

Management reserves the Right to refuse to allow Entry to any person not Conforming to the current Dress regulations.

For full dress regulations please see display in Club foyer.

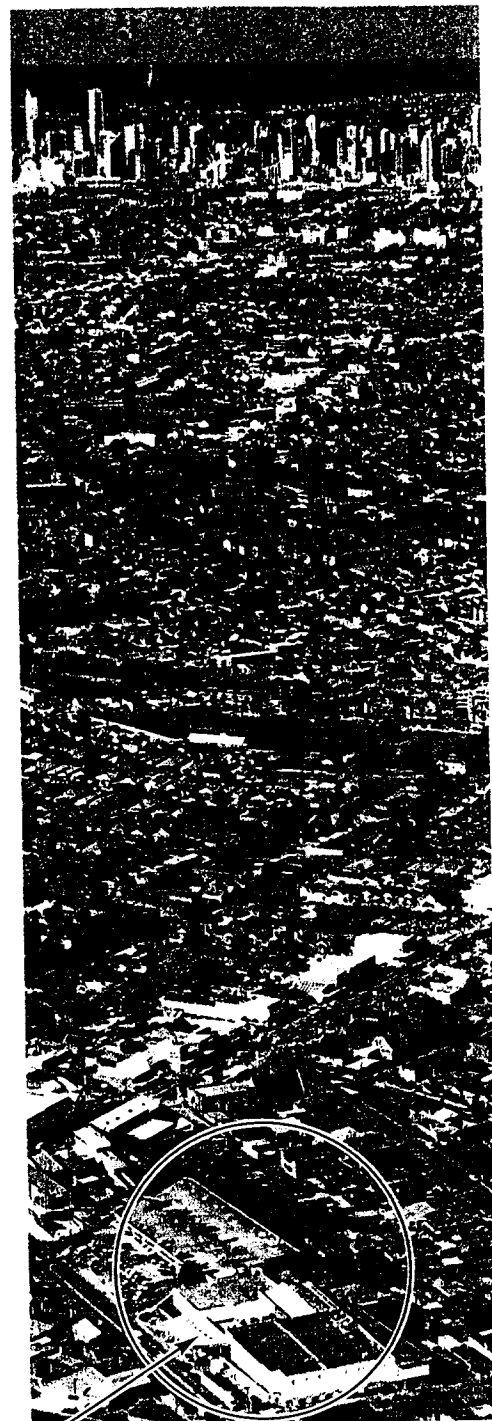
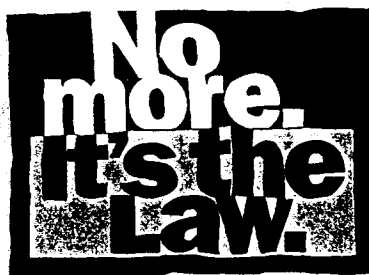
## Responsible service of Alcohol Club Policy

It is the policy of CANTERBURY-HURLSTONE PARK RSL CLUB not to allow intoxicated, violent or quarrelsome behaviour in or around our Club.

Our policy at CANTERBURY-HURLSTONE PARK RSL CLUB is very clear, we want all Guests to enjoy themselves.

For many people alcohol is a pleasurable part of their daily life and we respect that. We are here to serve people with alcoholic beverages, professionally, responsibly and in a friendly manner. This policy in no way limits people's choice to drink and enjoy themselves. What we don't want to do is allow people to drink to excess and place themselves, and other patrons in the community at risk.

By working together we can create a safe, enjoyable and friendly atmosphere for all.



Canterbury-Hurlstone Park RSL.  
Your local Club in the Inner West.

## BETSAFE

**BetSafe**

– Promoting Responsible Gambling

As part of Betsafe's commitment to the responsible service of gambling, your club has implemented the following initiatives:

- All staff involved with the service of gambling are trained to assist members or guests who may experience problems with gambling;

- Signs have been placed in appropriate locations throughout the club, listing a 24-hour free and confidential gambling telephone helpline;
- Brochures promoting responsible gaming which list counselling services have been made available to members and guests;
- Provision of information on self-exclusion (self-banning);
- Responsible promotion of gambling within the club;
- Provision of a free counselling and assessment session.

## CREDIT BETTING

Credit betting is strictly prohibited by law so please do not ask for any form of credit.

## BROCHURES

The club has made available several brochures dealing with matters such as Responsible Gambling and Responsible Alcohol Consumption for the information of patrons.

I trust that this brochure will assist you in understanding the procedures and policies that are in place at your club.



## MEMBERS INFORMATION BROCHURE

# Responsible Gambling



**Promoting Responsible Gambling**  
Gamble with what you can afford . . .  
not your lifestyle!

## A MESSAGE FROM THE CEO



North Sydney Leagues Club Ltd. has embarked on a pilot project (with several other leading clubs in N.S.W. and a leading gambling counsellor) to provide an industry best practice to address problem gambling issues. As such you may see some changes in the way we do things at North Sydney Leagues.

These changes are designed to provide a framework of policies and practices that encourage responsible gambling.

As from January 1st, 1999, the following policies and practices will apply.

This brochure is produced to assist you in understanding the policies and procedures that will be in place as from 1/1/99.

**J. HENRY**  
**CEO**

## CHEQUE CASHING

### 1. PERSONAL CHEQUES

A daily limit of up to \$500.00 will apply to all members unless a prior written arrangement between the club and the member has been made.

Please see a Duty Manager to obtain a cheque-cashing form.

### 2. COMPANY AND THIRD PARTY CHEQUES

Company Third Party cheques will not be cashed unless a prior written arrangement has been entered into.

### 3. CHEQUE ALTERATIONS AND BUY-BACKS

Once a cheque has been accepted by a Manager no alterations and no buy-backs are premitted.

### 4. DELAYED DEPOSITS

All cheques cashed at the club will be processed and banked on the next banking day. Under no circumstances will cheques be withheld from banking.

### 5. DISHONoured CHEQUES

If a cheque is dishonoured for any reason the members cheque-cashing facility will be immediately suspended. If the dishonoured cheque is not repaid within 7 days of being invoiced the cheque-cashing facility may be suspended permanently.

## JACKPOT PAYOUTS

### 1. PAYOUTS BELOW \$2000.00

All jackpot payments below \$2000.00 will be made by way of cash.

### 2. PAYOUTS BETWEEN \$2000.00 AND \$10,000.00

A member can elect to be paid by cheque, cash on same day or a combination of any of the above.

Please allow 48 hours (Mon. to Fri.) so that a cheque and signatories can be obtained.

If you elect to take cash, an escort can be arranged. Please see the Duty Manager.

### 3. JACKPOTS ABOVE \$10,000.00

All jackpots above \$10,000.00 will be paid by way of cheque within 48 hours (Mon. to Fri.).



## CREDIT BETTING

Credit betting is strictly prohibited by law. This club will not issue credit to members for any purpose.

## EFTPOS AND CASH DISPENSING MACHINE

Cash dispensing machines are located in the Club for your convenience, however, you cannot obtain cash from your credit card.

## BROCHURES

The club has made available several brochures dealing with matters such as Responsible Gambling and Responsible Alcohol Consumption for the information of patrons.

I trust that this brochure will assist you in understanding the procedures and policies that are in place at your club.



## Promoting Responsible Gambling

Gamble with what you can afford...  
not your lifestyle!



*Our Service is the Difference*

## ***A Message from the General Manager***



*Dee Why RSL Club Limited recognises that most people participate in gambling activities in a socially enjoyable and responsible manner. There are however, a small number of people who develop problems from gambling. This club has accepted its obligation to create a responsible gambling environment for all patrons, staff and management by joining Betsafe.*

*Betsafe is the initiative of 11 NSW Registered Clubs and is the first comprehensive responsible service of gaming program for the club industry. The program provides for self exclusion, cheque and cash limits, the training of employees and 24 hour problem gambling counselling services for patrons.*

*The policies contained in this brochure have been specifically developed for this club in implementing the Betsafe program.*

*G. Easterby, General Manager.*

## **CHEQUE CASHING**

### **1. Personal Cheques**

After 3 months of membership, members are eligible for a cheque cashing facility with a daily limit of \$200.

### **2. Company and Third Party Cheques**

Company and Third Party cheques will not be cashed unless a prior written arrangement has been entered into.

### **3. Cheque alterations and Buy-Backs**

Once a cheque has been accepted no alterations and no buy-backs are permitted.

### **4. Delayed Deposits**

All cheques cashed at the club will be processed and banked on the next banking day. Under no circumstances will cheques be withheld from banking.

### **5. Dishonoured Cheques**

If a cheque is dishonoured for any reason the members cheque cashing facility will be immediately suspended. Failure to honour the cheque within 7 days will result in the suspension of membership.

## **JACKPOT PAYOUTS**

### **1. Payouts Below \$2,000.00**

All jackpot payments below \$2,000.00 will be made by way of cash.

### **2. Payouts Between \$2,000.00 and \$10,000.00**

A member can elect to be paid by cheque, or cash or a combination of both.

Please allow 48 hours (Monday to Friday) so that a cheque and signatories can be obtained.

If you elect to take cash, an escort can be arranged. Please see the Duty Manager.

### **3. Jackpots Above \$10,000.00**

All jackpots above \$10,000.00 will be paid by way of cheque within 48 hours (Monday to Friday).

<b>Date</b>	<b>Temporary Membership Number</b>	<b>Name - Please Print</b>	<b>Address</b>	<b>Signature</b>	<b>Name &amp; Badge No. of other Like Club</b>

CITY TATTERSALLS



**CITY TATTERSALLS SILKS CLUB**

202-204 PITT STREET SYDNEY NSW 2000  
Telephone (02) 9267 9421 Facsimile (02) 9261 3593

023619

**CITY TATTERSALLS SILKS CLUB**

**BEFORE SIGNING  
PLEASE READ THIS CAREFULLY**

I DECLARE I AM OVER THE AGE OF 18 AND IF  
REQUIRED SHALL SHOW IDENTIFICATION, DETAILS  
OF WHICH MAY BE RECORDED.

ALL TEMPORARY MEMBERS MUST ADHERE TO THE  
DIRECTIONS OF THE MANAGEMENT OF THE CLUB.  
ALL TEMPORARY MEMBERS MUST BE SUITABLY  
ATTIRED.

THIS CARD MUST ALWAYS BE CARRIED WHILST ON  
CLUB PREMISES AND SHOWN ON REQUEST OR  
WHEN CLAIMING POKER MACHINE PAYOUTS.



Promoting Responsible Gaming  
Gamble with what you can afford... not your lifestyle!

**MEMBERSHIP OPEN**

TEMPORARY MEMBER

**THIS CARD IS NOT TRANSFERABLE - VALID ON DAY OF ISSUE ONLY**



**DRAFT**

## **MINIMUM STANDARDS AGREEMENT**

This agreement dated.....of.....199.....  
whereby the.....("the Club"), being  
a member of the BetSafe group of clubs, agrees as follows:

1. To implement and maintain a comprehensive responsible service of gambling program, which will include the following minimum standards:
  - (a) measures to ensure that minors do not gamble on the club premises
  - (b) measures to ensure that children are not left unattended as a result of gambling-related activities
  - (c) prohibition of the provision of credit for gambling or the lending money for any purpose whatsoever
  - (d) imposition of restrictions on certain financial transactions to minimise the potential for impulsive gambling spending
  - (e) provision of information to club patrons and employees about the availability of problem gambling counselling services through the display of strategically placed signage and written material such as brochures
  - (f) provision of a free 24 hour counselling service for club patrons and employees
  - (g) provision of assistance to patrons who disclose that they have a gambling problem
  - (h) an exclusion program for problem gamblers, including an enforcement mechanism
  - (i) provision for patrons with large winnings to be paid by cheque or direct debit
  - (j) mechanism for the investigation of third party complaints relating to the gambling activities of an individual
  - (k) advertising and promotional guidelines relating to the club's gambling activities to ensure that it is done in a socially responsible and lawful manner
  - (l) restriction of gambling by staff members
  - (m) completion of responsible service of gambling training by all staff

- (n) provision of gaming and wagering services in accordance with existing consumer protection legislation and a dispute resolution mechanism for dealing with patron complaints
  - (o) the preservation of the confidentiality of information disclosed by club patrons under the responsible service of gambling program
2. To develop policies and procedures for the purpose of implementing these minimum standards in consultation with Paul Symond Consultancy
  3. To comply with any decision or recommendation made by the BetSafe Compliance Committee for the purpose of enforcing those policies and procedures

Signed.....on behalf of the Club

Witnessed.....

Witnessed.....



# BetSafeNews



A QUARTERLY NEWSLETTER FOR CLUB STAFF AND MANAGEMENT

ISSUE 1 APRIL 1999

Welcome to the first issue of the BetSafe Newsletter. The aim is to keep staff and management informed about the Responsible Service of Gambling in your BetSafe Clubs. Feedback is welcome and we hope you find the content informative and interesting.

## How is the BetSafe program being delivered?

In the first 9 months of operation of the BetSafe Program, Paul Symond Consultancy has:

- Delivered staff training in the Responsible Service of Gambling to 1,045 BetSafe staff and management.
- Commenced drafting and implementing policies and procedures manuals for Responsible Service of Gambling for each club.
- Trained 387 staff in responsible gambling policy and procedures conducted 47 counselling sessions for staff from BetSafe Clubs.
- Conducted 216 counselling sessions for BetSafe Club patrons.
- Assisted in arranging 31 self-exclusions (for members/guests) from BetSafe Clubs.
- Taken 191 calls from BetSafe Clubs regarding possible problem players.
- Developed and distributed in excess of 50,000 signs, cards, pamphlets and posters.

## Deadline for feedback on draft Policies and Procedures Manual

The draft policy manual was distributed to all clubs at the BetSafe meeting on 9 April. In order to have the policies and procedures for each BetSafe club fully implemented by the end of June, we need your comments back by mid-May at the latest. If you have any problems with this, or would like to discuss any aspect of the manual with us, you can contact Jennifer Cornwall on 9874 0788 or 0414 886 884.

## CASE STUDIES

In each issue we will provide one or two case studies just to let you know what sort of issues are arising and how they are being resolved.

*Frank is a 55 year old self-employed builder and a regular poker machine player at the club. One morning he called the club at 2 am and told them that he had "lost everything" through the pokies at the club and was going to commit suicide. The duty manager immediately contacted Paul Symond Consultancy who in turn contacted Frank.*

*Frank's gambling problem was so severe he was about to lose his business and his home. His wife left him about six months ago.*

Frank agreed to enter counselling and to the suggestion that he self-excludes from the club. A meeting was set up with the General Manager to arrange the exclusion for the next day.

Frank failed to turn up to this meeting and when contacted advised that he did not wish to do anything about the problem. In view of the club now being aware of Frank's problem, and having regard to Frank's welfare, the club was advised to exclude Frank. Frank was cited for conduct which was prejudicial to the club's interests and a Board hearing was subsequently conducted. The Board determined that Frank's membership be cancelled.

Frank eventually contacted the consultancy and entered counselling.

The exclusion played a major part in assisting Frank to realise that he needed help.



## What does the BetSafe-trained staff think about it?

**F**or the first 700 staff and management trained in the BetSafe Program, we analysed their responses to the evaluation sheets filled in before and after training. The results are certainly encouraging. One of the key issues coming out of these sessions has been the shift in attitude regarding the Club's commitment to the Responsible Service of Gambling Program.

Before the training courses, staff and management alike had some reservations about the clubs' level of commitment to the program, rating it at less than 5 out of 10. After training, the rating lifted to just under 9 out of 10. This can only indicate that some of the concerns of staff and management have been addressed by educating participants and letting them know that help is at hand for Club patrons and staff should they need it.

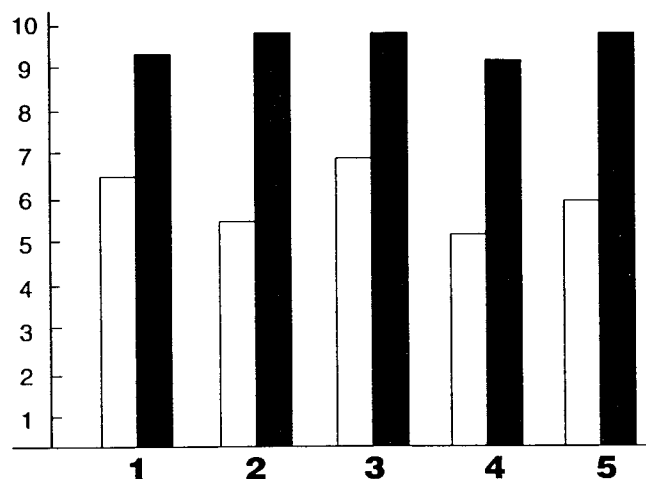
## CASE STUDIES

*Fred is a 26 year old BetSafe club staff member, who had severe financial problems as a result of his gambling. Fred gambles mostly at the casino and usually on blackjack.*

*Fred only started gambling about two years ago and has developed a very serious problem in the last 12 months. After gambling all of his savings away at the casino, Fred was introduced to some loan sharks who operate there. His financial problem was very severe given his limited income and there is significant pressure building over his failure to make the payments on some personal loans he got at the casino.*

Freds total debts exceed \$40,000 and he is very depressed. He has attempted suicide recently. The main pressure on Fred is coming from a man who provided money at the casino who wants full payment plus interest. Another of Fred's personal loans was arranged by a loan shark who charged a fee of \$2,000 in order to arrange a loan of \$10,000 ie Fred borrowed \$10,000 and immediately gave the loan shark \$2,000 of it.

Training Evaluation Before and After Scores



The graph above shows the before and after training responses of BetSafe staff with respect to the following five elements of the sessions:

- 1** – Knowledge of Problem Gambling
- 2** – Knowledge of Self Exclusion procedure
- 3** – Knowledge of problem gambler characteristics
- 4** – Ability to offer assistance
- 5** – Rating the Club's RSG program

## Borrowing or Lending of Money

**O**ne of the issues raised in some BetSafe training courses has been the lending and borrowing of money between staff and members and between staff. Whilst it might be considered common practice among workmates to lend each other money, we would strongly advise against it for the following reasons.

If the fellow staff member is a problem gambler then the lender is exacerbating the problem by "bailing out" the gambler. It's a bit like giving a case of whisky to an alcohol dependent person.

Lending money can and often does create friction between staff members when circumstances arise such that the money cannot be repaid at the agreed time.

Put simply, it's just too big a risk!

Borrowing from or lending money to members is an absolute NO! NO! One BetSafe staffer currently owes two members a significant amount of money. Unfortunately, one of the members has some heavy connections and threats of bodily harm have even-tuated. This is a perfect example of why it's down-right stupid to lend or borrow from members.

**DON'T FORGET** – BetSafe is for staff as well as members. Counselling is free, confidential and available at all times. Just call Paul Symond Consultancy if you need assistance on 9874-0744.

## Update on Exclusions

The draft exclusion procedures were distributed in early January and there have been at least 20 club patrons who have self-excluded under this new procedure. It has been necessary for one club to initiate an exclusion through its Board, and at least another two clubs are in the process of doing so.

We are planning visits to all the clubs before the end of June to see how you are going with the exclusion procedures, and will be in contact with you soon to arrange a date.

## Advice

In the meantime, if you need advice or assistance with the exclusion procedure, contact Jennifer Cornwall on 9874 0788 or 0414 886884.

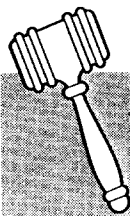
## CASE STUDIES

*Elaine is 48 years old (married for 28 years) and is from a wealthy Asian background. Elaine had never previously set foot into a club before. A friend phoned to arrange a luncheon meeting and suggested they meet at the local Leagues Club. They had arranged to meet at the front. After waiting 30 minutes for the friend, Elaine decided to go inside the club and have a coffee. While there she was fascinated by the flashing lights and sounds emanating from the poker machines. She cashed \$10 and began to play.*

She recalls that she was instantly hooked. Some 3 years later and \$600,000 in liquid assets, her fate was cemented. She eventually had to declare bankruptcy and as a result, faced the inevitable marriage breakdown. Like most gamblers, she attempted to chase her losses, and embezzled a further \$30,000 from a family member. She was eventually charged and sentenced to 6 months jail. This is a woman, who as a result of her gambling, has not only been incarcerated, but has alienated herself from her family and friends, leaving her a broken woman. Her prospects in life are now very poor. She has since been attending Gamblers Anonymous and is slowly trying to rebuild her life.

## FEEDBACK

The BetSafe Group's 11 participating clubs want to know how you feel about the progress of BetSafe. You should send any comments about the program to Paul Symond Consultancy, Suite 9, 137 Rowe Street, Eastwood NSW 2122. You don't have to provide your name if you don't wish to.



## LITIGATION UPDATE

There are several matters currently before the courts involving legal action taken by problem gamblers against gambling venues. All the cases highlight the potential for 'bad practices' catching up with gambling providers.

### Katoomba RSL Club

*Following on the settlement of the Marlene Hastings' matter, a further claim by a former problem gambler against this club will be listed for hearing in the District Court shortly.*

The basis of the claim is essentially that the club acted unconscionably and in breach of its duty of care in providing credit to a club patron whom they knew to have a gambling problem.

### Rosendorff v TAB (WA)

*A problem gambler is suing the TAB in Western Australia for an amount of \$4.2 million, which he lost, in bets over a three-year period.*

It is claimed that the TAB allowed him to make his bets on credit, and because law prohibits credit betting, those bets were void. Accordingly, the plaintiff alleges he should be entitled to a refund of the total amount wagered.

### O'Malley's Hotel

*A problem gambler has joined O'Malley's Hotel in a cross claim against American Express in the District Court. The original action arose when American Express commenced recovery proceedings for payment of \$50,000.*

The problem gambler is alleging that the debt was incurred as a result of the hotel repeatedly processing bogus transactions on his Amex charge card, and providing him with the equivalent cash amount in order to play the pokies. It is further claimed that, by assisting him to use his Amex card in an unauthorised manner the hotel knowingly allowed (and also profited from) the problem gambler to incur gambling debts, which was alleged unconscionable conduct.





## Promoting BetSafe around the State

Paul Symond Consultancy and the BetSafe Group have been actively involved in spreading the BetSafe Responsible Service of Gambling message around New South Wales via the following media and related activities:

- |          |   |
|----------|---|
| 7/8/98   | Paul Symond interviewed by Clive Robertson on 2GB re. BetSafe program   |
| 7/8/98   | Daily Telegraph story on the formation of BetSafe   |
| 7/9/98   | Tony Toohey and Paul Symond represented BetSafe at the IPART inquiry (NSW independent inquiry into gaming)  |
| 14/10/98 | Productivity Commission Federal Inquiry into the Social and Economic effects of Gambling met with BetSafe managers at Canterbury Bankstown Leagues Club   |
| 15/10/98 | Paul Symond represented BetSafe at the closed forum of the IPART inquiry  |
| 17/10/98 | Paul Symond interviewed by Channel 9 News and 2UE re. The BetSafe program   |
| 16/11/98 | Tony Toohey and Paul Symond represent BetSafe at the Productivity Commission hearings.  |
| 17/11/98 | Paul Symond interviewed on 2BL discussing merits of the BetSafe program   |
| 10/12/98 | The Hon Richard Face, Minister for Gaming and Racing launched the BetSafe program at Wests Newcastle resulting in interviews on 2BL with James Valentine, Prime TV News, NBN News, Newcastle Herald, Daily Telegraph and MIX 106.5 FM |
| 3/2/99   | Paul Symond interviewed by Mike Gibson on 2GB   |
| 3/2/99   | BetSafe features in North Shore Times, Parramatta Advertiser and Manly Daily February Issue of Club Life carries a full page article on BetSafe   |
| 5/3/99   | Paul Symond interviewed on Channel 2's 7.30 Report as Spokesperson for BetSafe  |
| 18/3/99  | Gregg Levett, John Edwards, Tony Toohey, Paul Symond and Jim Connolly met with Gaming & Racing Minister to discuss election implications for BetSafe  |
| 25/3/99  | Paul Symond spoke at the Club Managers Association Meeting (Nepean Zone)  |

### BetSafe Phase II

Paul Symond Consultancy is currently negotiating with the next group of Clubs to join the BetSafe Program. This second phase offer has been limited to a small number of Clubs to ensure that we continue to deliver and maintain our current quality of service. We will update you on the new member clubs in the next issue.

The Editor would like your feedback so send it by  
fax to **9874 3186** or email to

**[betsafe@ozemail.com.au](mailto:betsafe@ozemail.com.au)**

