

WE ARE COMMITTED
TO SMARTER
WAYS TO PLAY

TAKE A STEP TOWARDS PLAYING SMARTER

The CSC Group has a well-trained team across all of its venues that you can have a completely confidential discussion with about how you can play smarter. If you'd like to speak up, ask to talk to one of our loyalty team members.



CSC GROUP
COMMUNITY • SPORTS • CLUBS

Across the CSC Group we have a number of responsible gambling options for players, avenues for confidential support, and access to non-gambling activities. To take advantage of what strategies **SmartPlay** can offer you, read on and speak to one of our loyalty team members



CSC GROUP
COMMUNITY • SPORTS • CLUBS

**SMART
PLAY**
SPEAK SMART PLAY SMART



19-27 Station Road, Morayfield QLD 4506
07 5497 9711
www.cabsports.com.au



36-42 Flinders Parade, North Lakes QLD 4509
1300 006 572
www.northlakessports.com.au



Corner of Hasking St and Beerburrum Rd, Caboolture
07 5495 1699
www.sportscentralcaboolture.com.au



**CENTENARY LAKES
SPORTS CLUB
& Function Centre**

16 Stringfellow Road, Caboolture QLD 4510
07 5498 9112
www.centenarylakes.com.au

Terms & Conditions Apply. The CSC Group promotes the Responsible Service of Alcohol and are committed to providing a safe and responsible gambling environment. If gambling is a problem for you, ask to speak to one of our Loyalty team members or contact the Gambling Helpline on 1800 858 858



WHAT IS SMARTPLAY?

It is our unique program tailored to offer our customers with honest, reliable information about how to manage their gambling activities smarter. We want to support customers before gambling becomes irresponsible and self-exclusion is the only alternative. Throughout this brochure are a variety of preventative methods you can engage with to play smarter.

WHAT ARE SOME SIMPLE WAYS TO PLAY SMARTER?

- Know gambling is a form of entertainment and not for financial gain
- Know your financial and time limits - stick to them
- Know when to take a break
- Know not to gamble when you're feeling upset
- Know how to balance gambling activities with non-gambling activities
- Know to never chase losses
- Know not to gamble whilst under the influence of drugs or excessive amounts of alcohol

WHO CAN I TALK TO ABOUT SMARTPLAY?

There are a number of individuals who you can speak to, with the security of knowing that we take your privacy very seriously. Anyone you talk to about playing smarter will have completed our mandatory responsible gambling training, and will also be a trained Customer Liaison Officer (CLO), as recognised by the Queensland Government.

WHO ELSE CAN I TALK TO?

The CSC Group partners with Relationships Australia who offer free counselling to anyone impacted by gambling. They can also support you with everything from financial budgeting, domestic violence, substance dependencies, to mental health concerns.

You can speak to them by calling **1300 364 277**.

WHAT IS PRE-COMMITMENT?

Voluntary Pre-Commitment (or VPC) is a fantastic service that we can apply to your membership card to:

- Set your daily and monthly spend limits for the gaming machines
- Modify your transfer amount
- Modify your maximum card balance
- View your current daily and monthly limits
- Set daily limits for the amount of time you spend playing

For those customers who want to play smarter, VPC is a brilliant tool that you can use to make the most out of your entertainment experience across all of the CSC Group's venues. To get access to VPC and work towards playing smarter, talk to one of our loyalty hosts.

IS IT TIME TO TAKE A BREAK?

One of the best ways to help you play smarter is simply to take a break. Across the CSC Group we offer a wide array of dining outlets, bars, entertainment areas, events and lounges. We also have self-service hot beverage and snack machines located in our venues. Take the time to get up out of your seat, explore our venues, enjoy what else we offer, and break up your play.

WHAT IS ACTIVE MONITORING?

If you're finding things in your world are starting to snowball and you want a bit of extra help, talk to us about active monitoring. This confidential service is one that you can opt-in to for a period of time where we monitor your gaming activity. It's a great way for you to be confident that someone is keeping an eye on your entertainment budget and will talk to you when there is any concern.

Gamblinghelp
QUEENSLAND

Free and confidential advice
24 hours a day, 7 days a week

1800 858 858

The Gambling Helpline is a confidential and cost-free service offering support to individuals who are impacted by their own or someone else's gambling activities.

24 HOURS A DAY • 7 DAYS A WEEK

WHAT ELSE IS OUT THERE?

There is a lot to be said about finding time to spend on you. Finding hobbies and activities to take part in, which aren't related to gambling, is a fantastic way to play smarter. One of the great benefits the CSC Group has access to is a huge array of sporting clubs and community organisations which we support each year through our Community Support Program. You could play in one of our sporting club's social teams, volunteer some time at one of our local community organisations, or let us help you find something to enjoy outside of gambling.