



SELF
EXCLUSION
MANUAL

Administration of a Self-Exclusion Program

The Gambling Regulation Act 2003 makes it compulsory for Venue Operator Licence holders to have a Responsible Gambling Code of Conduct (Code) and a Self-Exclusion Program (SEP) in place.

A venue operator must have a SEP that:

- a) Meets the requirement of the Act;
- b) Complies with this and any other Ministerial Direction; and,
- c) Is approved by the Victorian Commission for Gambling and Liquor Regulation (VCGLR).

The administration of the Self-Exclusion Program is overseen by the Australian Hotels Association (Victoria) (AHA Vic) and Community Clubs Victoria. It is designed to facilitate ease of administration for those seeking Self-Exclusion. The program administration aims for timely responses for intending participants and provides flexibility and understanding of various individual circumstances.

Process for Self-Excluding

Step 1. Contemplation of signing up to a Self-Exclusion Program

Patrons become aware of and enlist to the Self-Exclusion Program in various ways. This includes but isn't limited to; problem gambling counsellors, medical practitioners, friends who are on the program, staff at gaming venues, website information or responsible gambling brochures available at venues.

For persons who approach gaming staff seeking to undertake Self-Exclusion they are advised by gaming staff to contact AHA (Vic) to make necessary arrangements. This contact can be made via:

Telephone - (03) 9654-3491 (24-hour, 7-day message service)

Email - self.exclusion@ahavic.com.au

Mail - PO Box 18067, Collins Street East, Vic. 8003.

Website - www.ahavic.com.au

Step 2. Preparation for Self-Exclusion

Once the patron has made the decision that they are prepared to undertake Self-Exclusion, the Self Exclusion Officer (S-E Officer) at AHA (Vic) provides relevant information about the program.

There is no requirement for the gaming venue to participate in the preparation of a patron's Deed of Self-Exclusion.

Step 3. Self-Exclusion Interview

The Self-Exclusion interview is conducted by the S-E Officers at a time and a location aimed to best suit the prospective participant.

Gaming venues do not participate in or facilitate the process of a patron signing a Deed of Self-Exclusion as this aspect is managed by the S-E Officers.

At the interview the S-E Officer explains the Self-Exclusion process to the participant and carefully explains the contents of the Deed. At the end of the interview, if the patron seeking Self-Exclusion is prepared to proceed, the S-E Officer witnesses the execution of the Deed and photographs of a front facial profile and a side profile are obtained with the consent of the participant.

The Deed is not a contract between parties but rather an individual commitment. By signing the Deed of Self Exclusion the gambler does a number of things including:

- **Undertaking** not to enter the gaming room and not to play gaming machines at the venues nominated;
- **Authorising** the staff at the venue to stop them entering the gaming room and if necessary, asking them to leave the gaming room. They also authorise the taking, dissemination and display of photographs and personal details;
- **Releasing** all other relevant persons from any legal liability in respect of the Self-Exclusion; and,
- **Acknowledging** that the Deed has been entered into voluntarily, that the Deed is enforceable and that there is no legal duty on any other person except themselves. The patron must further acknowledge that they understand the contents of the deed.

During the interview the participant is advised that the Deed authorises venue management to take any reasonable steps to ensure they do not enter the gaming room and do not play gaming machines at the nominated venues.

The participant is also informed that staff at the venue will assist where possible and if detected in a gaming room they will be instructed to depart the area..

By entering a Deed of Self-Exclusion, a patron is only excluding themselves from the gaming room. They are still allowed access to all other areas of the hotel.

After the S-E Officer has completed the explanation of the Deed and is satisfied that the participant understands the consequences of entering into it, the participant is asked to check that the appropriate venues are nominated, and to nominate the period of Self-Exclusion (6 – 24 months).

The Self-Excluded patron's information is then distributed to the venues that have been nominated via email to the gaming manager.

Step 4. Venue Receives Information about Patron Entering Self-Exclusion

Upon receipt by a gaming venue of the photographs and details of a person entering a Deed of Self-Exclusion relating to their particular venue, the venue is required to update venue records and maintain a full listing of persons self-excluded from that particular venue.

The venue must ensure that photographs with participants' personal details and exclusion dates are placed on display in a safe and secure area to assist venue staff in monitoring patrons who may be self-excluded. This information is to be stored in a private and secure area to which the public does not have access.

A centrally administered Self-Exclusion computerised database is maintained by AHA (Vic). Victorian gaming venues have access to the database via security password. This web-based system allows individual gaming venues to only access information relating to patrons who are Self-Excluded from their respective venue. Information provided to venues includes names, addresses, date of birth, colour photographs (front and side profile), and dates the deed expires.

In the event that a gaming venue has a gaming-related customer loyalty program, the venue gaming supervisor/manager will review the listing of Self-Excluded patrons to ensure that any such player loyalty database does not include patrons participating in Self-Exclusion.

Revocation Process

In the event that a patron approaches a gaming venue requesting to have their Deed of Self-Exclusion revoked, the gaming venue should direct the patron to contact the AHA (Vic) Self-Exclusion Officers who can process all revocation applications.

If a patron revokes their Deed of Self-Exclusion from a gaming venue, S-E Officers advise the venue and their records are to be adjusted accordingly.

Varying the terms of a Deed

The Self-Excluded patron has the option of varying the terms of the Deed.

In the event that a patron approaches a gaming venue requesting to have their Deed of Self-Exclusion varied, gaming venue staff are to direct the patron to contact the S-E Officers who process all applications to vary a Deed of Self-Exclusion.

If a patron varies the terms of their Deed of Self-Exclusion relating to a particular gaming venue, S-E Officers advise the management of the venue and their records are adjusted accordingly.

Other Self-Exclusion Programs

Crown Casino
Responsible Gaming Centre
1800 801 098

TAB
Bet Care
1800 882 876

The Provision of Information to Customers

Patrons must be able to access information about Self-Exclusion via brochures on Self-Exclusion at gaming venues.

In accordance with the Responsible Gambling Code of Conduct, each gaming venue must have a Responsible Gambling Officer who will ensure that a staff member is available (whenever gaming occurs) to provide patrons with information about Self-Exclusion.

Other relevant information is also available at various Gamblers Help agencies or through Venue Support Workers.

Identification of a Self-Excluded Patron in the Gaming Machine Area

Reasonable Steps to Prevent Entry

Venue staff are required to maintain a working knowledge of patrons who are self-excluded from the gaming room in order to actively monitor the gaming area and be vigilant for the detection of possible breaches.

The S-E Officers provide information via email to gaming venues relating to patrons who are self-excluded and by secure web-based access.

Upon receipt of the emailed photographs and details of a patron entering a Deed of Self-Exclusion relating to a particular gaming venue, the venue's gaming supervisor/manager is required to update venue records and maintain a full listing of patrons self-excluded from that particular venue.

Venue management will arrange for photographs of self-excluded patrons to be placed on display for staff only at discreet areas and maintained at designated office areas to assist venue staff to detect possible breaches. Venue management will ensure that this information is stored in a private and secure area to which the public does not have access.

Detection Process

In the event that there is a possible breach by a self-excluded patron, venue management will ensure discreet investigation and action by venue staff. This is done by venue staff checking the patron's appearance against photographs of patrons self-excluded at the venue.

Where possible, staff will seek input from other staff when determining if a particular patron is breaching their Deed of Self-Exclusion.

Information provided to venues includes names, addresses, date of birth, colour photographs and expiry date of their Deed of Self-Exclusion. Venue management also has the ability via the Self-Exclusion computerised database to view Self-Exclusion participants and report breaches to the Self-Exclusion administrators at AHA (Vic) either by telephone or email via the venue's dedicated web-link.

Gaming venue staff shall use best endeavours to maintain a patron's privacy and dignity of any self-excluded patron by acting in a manner which does not compromise this objective.

Intervention of Detected Self-Excluded Patron

Upon the positive detection of a self-excluded patron in the gaming area, discrete intervention will be carried out by designated staff who will ensure the patron must leave the gaming area.

By way of example, initial contact with the person breaching their Deed of Self-Exclusion can occur via the following methods:

- The patron suspected of breaching their Self-Exclusion Deed can be called to the reception desk over the venue's public address system;
- A staff member may discreetly approach the patron in the course of "hospitality engagement" (e.g. provision of food or beverage) and ask their name, and
- Other engagement techniques involving discrete approaches while the patron may move about in the venue.

Management should then encourage the patron to move to a discreet area away from other customers and explain to the patron that they have previously undertaken not to enter the respective gaming area as part of their Self-Exclusion Deed. Venue management may provide information to the patron regarding Gamblers Help support services and other assistance as required.

All breaches of Self-Exclusion are recorded in the venue's responsible gambling register. A recording of a breach will include, patron's name, date and time of breach, action taken and by whom.

Venue management will monitor its listing of self-excluded patrons to check against the venue's player loyalty database (if such a facility exists) and access to this facility is removed as necessary.

In the event that a patron has breached their Deed of Self-Exclusion on multiple occasions, the person will be encouraged by AHA (Vic) Self Exclusion Officer to seek problem gambling counselling. Gamblers Help may initiate this contact if they have previously gained the patron's consent to engage with counselling services.

Privacy

Gaming venues will use best endeavours to maintain the privacy and dignity of self-excluded patrons.

Staff Training

All staff employed in gaming areas are required to undertake a VCGLR approved training course in the responsible service of gambling.

As part of the responsible service of gambling training, gaming venue staff will be equipped with knowledge which enables them to monitor and detect patrons who may attempt to breach their Deed of Self-Exclusion. An emphasis will be placed on maintaining discretion, privacy and sensitivity when managing issues relating to breaches and the administration of Self-Exclusion.

Communication is provided to gaming venues by AHA (Vic) on a timely basis regarding staff training and other necessary matters.

Process for Resolving Complaints

On behalf of gaming venues, AHA (Vic) Self-Exclusion office will administer a process for resolving complaints.

A customer can lodge a complaint regarding Self-Exclusion by writing or telephoning the Manager of the Self Exclusion Administration Office

Mail: PO Box 18067, Collins Street East, Melbourne, 8003

Telephone 03 9654 3491.

Gaming venue management may be able to assist individuals in lodging complaints when requested.

Complaints lodged with the gaming venue and/or Self-Exclusion office will be investigated within 14 days and the outcome of the investigation will be conveyed to the complainant by gaming venue and/or Self-exclusion Administration Office. Complaints will be assessed with regard to content of the Deed of Self-Exclusion.

Complaints will be investigated sensitively and in a confidential and respectful manner.