

ATTACHMENT 3 – SELF-EXCLUSION IN AUSTRALIAN CASINOS

STATE	CASINO	PROGRAM DETAILS
NSW	The Star	<p>Agreements are for a minimum period of 12 months. They cannot be revoked within the first 12 months. Requests for revocation must be in writing accompanied by a gambling assessment conducted by a qualified gambling counsellor from BetCare and a letter of support from a family member.</p> <p>The Exclusion Review Committee considers requests. The casino issues non-voluntary exclusions when it is concerned about the welfare of a patron and his / her gambling behaviours. Identification of a Self-Excluded patron in the casino requires the attendance of an Independent Liquor & Gaming Authority Inspector. There are no penalties for self excluded patrons breaching the exclusion order.</p>
VIC	Crown Casino	<p>The period of Self-Exclusion is usually indefinite. A Self-Excluded person may appeal in writing to the VCGLR to revoke an agreement within 28 days of signing. A Self-Excluded person may request revocation of the Self-Exclusion by writing to Crown with an accompanying report provided by a gambling counsellor or psychologist or similar. This request is considered by the Crown Self-Exclusion Revocation Committee. Revocation is generally not considered by the Committee until a 12-month breach free period has passed.</p> <p>Identification of a Self-Excluded person in the Casino requires the attendance of a VCGLR Government inspector. The law provides for a fine consisting of 20 Penalty Units (current amount per Penalty Unit is \$122.14 until 30 June 2012) for a Self-Excluded person entering the Casino although this has not been enforced in practice.</p>
QLD	<p>All casinos</p> <ul style="list-style-type: none"> - Treasury Casino & Hotel (Brisbane) - Jupiters Hotel & Casino (Gold Coast) - Jupiters Townsville - Reef Casino (Cairns) 	<p>The Queensland Casino Control Act 1982 provides a pathway for Self Exclusions and Exclusion Directions for Problem Gambling. Both types of exclusion have a 5 year sunset period after which time they expire.</p> <p>Self-exclusions may be revoked either within 24 hours (cooling off period) or after a period of 1 year, provided a Revocation Notice is given to the Casino operator. Once a Revocation Notice for Self Exclusion has been received by the Casino Operator, the self exclusion expires after a period of 28 days or immediately if provided within 24 hours.</p> <p>An Exclusion Direction for Problem Gambling can be issued by the Casino Operator if the Casino Operator believes on reasonable grounds, that a person is a problem gambler. If the person disagrees with the Exclusion Direction, they may appeal to the QLD Civil and Administrative Tribunal within 3 months of the day the person receives the Direction to the Tribunal for a review of the Direction. This type of exclusion</p>

		<p>remains in force for 5 years or until a Revocation Notice – Exclusion Direction is issued by the Casino Operator.</p> <p>Details, including the name, address and phone numbers of counselling services for problem gamblers are provided for all persons who self exclude or are excluded by the Casino Operator for problem gambling.</p> <p>Conditions of entry and re-entry are provided to every person who either self excludes or is issued with an Exclusion Direction for Problem Gambling. These conditions require further information to be provided to the Casino Operator at the time a revocation request is received. All revocation requests are reviewed by the Exclusions Review Committee within 28 days of their receipt.</p> <p>Consequences of breaching either type of exclusion will generally incur penalties and may involve OLGR Government Inspector and the police – Maximum fine \$4000</p>
SA	Adelaide Casino	<p>The Host Responsibility Coordinator (HRC) department offers a range of strategies to help customers maintain responsible gambling habits. Venue-based exclusion agreements are offered <i>within a mix of tools</i>, to those seeking help. Agreements to stay away from the premises will include a referral to Gambling Help Services (GHS) and a pre-commitment component. A range of customers are closely 'Case Managed'. Official Licensee Orders (previously called self exclusion) are usually 12 months minimum, with breaches attracting fines of up to \$2500. Rescission applications contain various conditions (also under 'Case Management') for up to 18 months, if approved. Any concerns for welfare detected by the HRC or a third party, can be escalated to an imposed barring under the Casino Act 1997 and should still include a referral to GHS.</p>

WA	Burswood Casino	<p>While not required by legislation the casino voluntarily has a self-exclusion program. The minimum period for an agreement is 12 months and they do not expire..</p> <p>Revocation requires that the patron has attended gambling counselling. The patron has to attend interviews when revoking and at 6 and 12 weeks after revoking. The casino has a third party exclusion process and may involuntarily bar patrons through this process.</p>
TAS	<p>All casinos</p> <ul style="list-style-type: none"> - Wrest Point Casino - Country Club Casino (Launceston) 	<p>The Tasmanian Gambling Exclusion Scheme is legislated through the <i>Gaming Control Act 1993</i> and managed by the Tasmanian Gaming Commission. The scheme is supported and implemented in the two Tasmanian casinos.</p> <p>The Act allows a person to be excluded in four different ways:</p> <ul style="list-style-type: none"> • Self-exclusion • Venue operator exclusion • Third party exclusion • Exclusion by the Commissioner of Police <p>A person may be excluded from either a whole venue, or participating in gambling at a venue. The scheme is supported by an online database which allows venue operators and Gamblers' Help providers secure access to information about excluded people</p> <p>Self-exclusion is done via a Gamblers' Help counsellor who assists in the process. The self-exclusion places responsibility on the excluded person not to enter gambling venues or participate in gambling. Operators have a responsibility to enforce the exclusion. Breaches of the exclusion by a person or an operator may result in penalties.</p> <p>A person commences the process of self-exclusion by contacting Gamblers' Help on 1800 858 858 to make an appointment to discuss and arrange a self-exclusion. The Helpline number is promoted heavily in casinos and other gaming venues, as well as through a range of other community facilities and services. A self-exclusion lasts for a maximum of three years and may not be revoked within the first six months. After it has been in place for six months it may be revoked through a Gamblers Help counsellor. Casinos make sure that all employees required to enforce exclusions are aware of the identity of excluded people. Casinos prevent entry or remove excluded people upon discovery.</p>
NT	SKYCITY Casino (Darwin)	<p>Provision of a self-exclusion program is compulsory under the NT Code of Practice for Responsible Gambling (gazetted June 2006). Under this code there is a minimum period of 3 premises. Self-exclusion may only be revoked with a letter from a gambling counselling service provider that supports the revocation. A breach of a self-exclusion order does not constitute an offence under NT law. Any detected breach is personally followed up by a warning from the compliance</p>

		and host responsibility manager. Upon the third breach self excluded patrons are issued with a section 33 barring notice under the Gaming Control Act for which penalties may be incurred. Staff are encouraged under a SKYCITY staff program to identify and report self-excluded patrons.
	Lasseters (Alice Springs)	<p>Provision of a self-exclusion program is compulsory under the NT Code of Practice for Responsible Gambling (gazetted June 2006). Under this code there is a minimum period of 3 months with an indefinite maximum period. Customers may exclude from a gaming area, all gaming areas, or the entire premises. Self-exclusion may only be revoked with a letter from a gambling counselling service provider that supports the revocation and then considered by the compliance manager. A breach of a self-exclusion order does not constitute an offence under NT law. Upon the third breach self excluded patrons are issued with a section 33 barring notice under the Gaming Control Act for which penalties may be incurred. The excluded patron will also receive a document that states the terms of their self-exclusion, such as:</p> <ul style="list-style-type: none"> • If the patron gambles during the self exclusion period they do so at their own risk; • No claim can be made for any financial loss incurred if they gamble during the exclusion period; • The licensee is authorised to remove the patron from the exclusion area during the exclusion period; and <p>At the conclusion of the exclusion period the patron will be required to meet with the compliance manager prior to re-entering the exclusion area.</p>
ACT	Casino Canberra	Self- exclusion is a voluntary exclusion and is generally for a minimum period of three months. Revocation of the exclusion order is made in writing to the Gambling Contact Officer or to the Exclusion Committee for review. If the patron is still deemed to be at risk the exclusion period may be continued. All exclusions are capable of being reviewed by the casino or by the Gambling and Racing Commission. If the self-exclusion order is breached the patron will be warned in the first instance and will be removed form the casino. Subsequent braches will result in the casino reporting them to the ACT police.