



**Australian Hotels Association - Victoria**

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## **Victorian Gaming Self-Exclusion Program (SEP1) Frequently Asked Questions**

### **1. How do patrons become self-excluded?**

Patrons can approach a gaming venue enquiring about Self-Exclusion and are advised 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](mailto:self.exclusion@ahavic.com.au)
- Website - [www.ahavic.com.au](http://www.ahavic.com.au)
- Mail - PO Box 18067, Collins Street East, Melbourne, Vic, 8003.

Patrons can also contact AHA (Vic) directly.

### **2. How does AHA (Vic) administer the Self-Exclusion process?**

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

During the first conversation, AHA (Vic) will determine if the patron is receiving counselling. If the patron is not receiving counselling, it will be recommended that the patron contacts Gambler's Help. Consent documentation is offered to the patron to allow Gambler's Help to initiate counselling services.

### **3. What happens at the Self-Exclusion interview?**

Gaming venues do not facilitate the process of a patron signing the Self-Exclusion application. The Self-Exclusion interview is conducted by AHA (Vic) over the phone with follow up communication often via email.

During the conversation, AHA (Vic) explains the Self-Exclusion process to the patron and carefully explains the contents of the documentation they will sign. Photographs of the front facial profile and side profile are requested along with photo identification.

#### **4. What paperwork needs to be completed and what does it mean?**

An application form needs to be completed by the patron intending to self-exclude. This paperwork is not a contract but rather an individual commitment.

By signing the Self-Exclusion paperwork the patron commits to a number of undertakings:

- a) Not attempt to cancel or revoke any aspect of the Program other than as listed in question 8 of this document;
- b) Not enter the gaming area and to not play the gaming machines at the nominated venues;
- c) Immediately stop using gaming machines and/or leave the gaming area of the nominated venue/s at the request of the Industry Bodies, the venue licensee, or their representatives;
- d) Not seek to become a member of any gaming-related loyalty program made available by the nominated venue/s.

#### **5. What is the venue's role if a patron is detected in the gaming room?**

Venues are to take any reasonable steps to enforce the patron's undertaking not to enter the restricted gaming areas and not to play gaming machines at their nominated venues. The patron is also informed that staff at the venue will assist where possible and if detected in a gaming room they will be instructed to leave.

#### **6. What happens when a venue receives information about a patron entering Self-Exclusion?**

When a venue receives the photographs and details of a patron entering Self-Exclusion, they are required to update venue records and maintain a full listing of patrons self-excluded from that venue.

The venue will ensure that photographs with patrons' patronal details and exclusion dates are stored in a private and secure area to which the public does not have access. This will assist venue staff in monitoring patrons and detect those who may be self-

excluded.

Information provided to venues includes:

- Name;
- Address;
- Date of birth;
- Colour photographs (front and side profile); and
- Date program expires.

If the venue has a gaming-related customer loyalty program, the venue will review the listing of self-excluded patrons to ensure that any such database does not include patrons participating in Self-Exclusion.

## **7. How can a patron revoke their participation in Self-Exclusion?**

A patron may revoke their Self-Exclusion, but only:

- a) After the expiry of a minimum of six (6) months;
- b) By producing written evidence that they have received counselling from an appropriately qualified Counsellor in respect of their proposed revocation of Self-Exclusion; and
- c) After signing and lodging with the Industry Bodies a request for the revocation of participation in the Self-Exclusion Program including the deletion of their photograph.

If a patron revokes their participation in Self-Exclusion, AHA (Vic) advises the venue requesting their records are adjusted accordingly.

## **8. Can a patron vary the terms of their participation in Self-Exclusion?**

The self-excluded patron can always add additional venues to their Self-Exclusion program, the venue is advised and their records are adjusted accordingly. Patrons can also extend their time on Self-Exclusion, provided their initial application is less than two years. After two years, patrons will need to complete another application.

## **9. Are there other Self-Exclusion Programs?**

Yes, both Crown Casino and TAB have their own separate Self-Exclusion Programs. If a patron has only Self-Excluded with Crown Casino and/or TAB, they are still allowed to enter gaming rooms.

[Self-Exclusion - Crown Melbourne](#)

[TAB Responsible Gambling - TAB Support](#)

## **10. How long can a patron be Self-Excluded for?**

The Self-Exclusion program is currently offered for a minimum of six months and a maximum of 24 months.

## **11. Do gaming venues need to provide information on Self-Exclusion?**

Yes. Information must be displayed in the venue. Preferably this will be located at the cashier's station.

## **12. What is the role of gaming venue staff for the detection of possible breaches of Self-Exclusion?**

If a patron participating in Self-Exclusion enters or attempts to enter the gaming room, venue management will ensure discreet investigation. This is done by venue staff checking the patron's appearance against photographs of patrons self-excluded at the venue and where possible seek input from other staff.

The central web-based platform allows gaming venues to access information relating to patrons who are self-excluded from their respective venue. Information provided to venues includes name, address, date of birth, colour photographs and program expiry date.

Venues are also required to use this system to report breaches to AHA (Vic).

Venue staff shall use best endeavours to maintain a patron's privacy and dignity of any self-excluded patron.

## **13. What do venue staff do when they detect a Self-Excluded patron?**

If a Self-Excluded patron is in the gaming area, discrete intervention will be carried out by venue management or designated staff who will take reasonable steps to remove the patron from the gaming area.

Management then encourages the patron to a discreet area away from other customers and explains to the patron that they have previously undertaken not to enter the respective gaming area as part of their Self-Exclusion.

Venue management may provide information to the patron regarding Gambler's

Help support services and other assistance as required.

All breaches of Self-Exclusion will be recorded in the venue's responsible gambling register. The recording of a breach will include, patron's name, date and time of breach, action taken and by whom together with a notation that the breach has been reported to AHA (Vic).

#### **14. How do venues manage customer complaints regarding Self-Exclusion?**

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

A customer can lodge a complaint regarding Self-Exclusion by:

- Contacting the gaming venue supervisor / manager of the gaming venue concerned in person or in writing, and / or,
- Writing to or by telephoning the Manager of the Self-Exclusion Administration Office, PO Box 18067, Collins Street East, Melbourne, 8003 telephone 03 9654 3491.

Venue management will be able to assist individuals in lodging complaints when requested.

Complaints lodged with the venue and/or the Self-Exclusion office will be investigated within 14 days and the outcome of the investigation will be conveyed to the complainant by the venue and/or AHA (Vic). Complaints will be assessed regarding the content of the patron's Self-Exclusion program.

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

A register of complaints will be maintained by AHA (Vic) the gaming venue's responsible gaming register in a private and confidential manner.

This will enable the regulator to monitor compliance with the complaints process.