



## **Australian Hotels Association - Victoria**

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Tel: (03) 9654 3491

# **Victorian Gaming Self-Exclusion Program (SEP1)**

**November 2024**

The Gambling Regulation Act 2003 makes it compulsory for Venue Operator Licence holders to have a Responsible Gambling Code of Conduct and a Self-Exclusion Program in place. This document outlines the standards and requirements of a Self-Exclusion Program as provided in the Ministerial Directions made on 19 September 2018.

### **Administration of a Self-Exclusion Program**

A venue operator must have a Self-Exclusion Program that:

- a) Meets the requirement of the Act;
- b) Complies with this and any other Ministerial Direction.

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 patrons and provides flexibility and understanding of various individual circumstances.

### **Process for Self-Excluding**

Patrons become aware of and enlist to the Self-Exclusion Program in various ways. This includes but is not 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.

## **The provision of information to patrons**

For those 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](mailto:self.exclusion@ahavic.com.au)

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

Website - [www.ahavic.com.au](http://www.ahavic.com.au)

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

During the consultation, the Self-Exclusion process is explained and the application form provided along with the requests for photographs of a front facial profile and a side profile.

By completing and signing the application to participate in Self-exclusion an individual commitment is made by the patron and they agree to the following:

- Not attempt to cancel or revoke any aspect of the program other than as provided for in the application form;
- Not enter the gaming area and to not play the gaming machines at the nominated venues;
- Immediately stop using gaming machines and/or leave the gaming area of the nominated venue/s at the request of AHA (Vic), the venue licensee, or their representatives; and
- Not seek to become a member of any gaming-related loyalty program made available by the nominated venue/s.

## **Identification of a Self-Excluded person in the gaming machine area**

During the consultation the patron is advised that by participating in the Self-Exclusion program, authority is given to 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 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 depart the area.

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

### **Identification of a Self-Excluded patron in the gaming room**

An email is sent from AHA (Vic) to the nominated venues with the Self-Excluded patron's information including names, addresses, date of birth, colour photographs (front and side profile), and dates the program expires.

Upon receipt of this email, the venue is required to update venue records and maintain a full listing of patrons Self-Excluded from that venue.

The venue must ensure that photographs with patrons' 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.

An electronic database is maintained by AHA (Vic) and gaming venues have access via a security password. Gaming venues only have access to information relating to patrons who are Self-Excluded from their respective venue.

Where a gaming venue has a gaming-related patron loyalty program, the venue must review the listing of Self-Excluded patrons to ensure these patrons are not included on their loyalty program database.

### **Staff Training**

Gaming 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 machine area and be vigilant for the detection of possible breaches. Gaming staff are instructed to take any reasonable steps to ensure Self-Excluded patrons do not enter the gaming machine area and do not play gaming machines at their venue. If a Self-Excluded patron is detected in a gaming machine area, they will be instructed to leave.

Staff must assist patrons seeking information about Self-Exclusion by advising them to contact AHA (Vic) to make necessary arrangements (contact details are listed above in this document).

Gaming staff should also provide access to information about Self-Exclusion via brochures at gaming venues.

Staff training on Self-exclusion forms part of the mandatory Responsible Gambling Training and is conducted at the venue through the Venue Support Worker Program.

A secondary training module is also available through the Venue Support Workers further detailing the information provided in this document.

It is a venue operator's responsibility to have policies that outline the expectations and procedures in relation to Self-Excluded patrons.

### **Availability of support services**

AHA (Vic) maintains relationships with problem gambling support services and continues to provide agreed protocols to gaming venues for the referral of patrons to problem gambling support services and advice.

Having these relationships will enhance the venue operator's Self-Exclusion program.

Regular contact occurs via industry forums and through relationships with the Victorian Responsible Gambling Foundation and other industry bodies.

Patrons who participate in Self-Exclusion are advised of the support services that are available to them during the initial consultation and throughout any further interaction with AHA (Vic).

### **Data Management**

AHA (Vic) maintains all necessary data relating to the operation of the program. This information will be retained on the AHA (Vic) electronic database and hard copy.

Data includes venue-by-venue Self-exclusion statistics on:

- patrons who have Self-Excluded;
- Self-Excluded patrons detected in the gaming machine area of the venue (including data on repeated breaches); and
- Self-Excluded patrons who extend or revoke their Self-Exclusion.

AHA (Vic) will maintain relevant data which will be supplied to the VGCCC upon request.

AHA (Vic) respects the privacy of patrons who have Self-Excluded.

### **Complaints Process**

AHA (Vic) Self-Exclusion administers a process for resolving complaints.

A patron can lodge a complaint regarding Self-Exclusion in writing or by telephoning AHA (Vic)

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

Email: [self.exclusion@ahavic.com.au](mailto:self.exclusion@ahavic.com.au)

Telephone: 03 9654 3491.

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

Complaints lodged with AHA (Vic) will be investigated within 14 days and the outcome of the investigation will be conveyed to the complainant. Complaints will be assessed about content of the individual's Self-Exclusion Program, and particularly their nominated venues.

AHA (Vic) may contact a venue to discuss a complaint however, it will be investigated sensitively and in a confidential and respectful manner.

A register of complaints will be maintained by AHA (VIC).

The complaints process will enable VGCCC to monitor compliance with complaints process as outcomes from investigations will be provided to the regulator on request.