

**1. What is the Self-Exclusion Program (SEP)?**

**2. When a customer enters the Self-Exclusion Program is the person barred from the entire venue?**

**3. How do you respond if someone enquires about becoming self-excluded?**

**4. If you were asked by a customer how long is the Self Exclusion Program period for? What would you say?**

**5. Can a self-excluded customer avail themselves to using cash out facilities at your venue?**

**6. Where is the Responsible Gambling Register kept?**

**7. What do you do if someone walks into the gaming room or is playing a gaming machine who is self-excluded?**

**8. How often are you required to familiarise yourself with your self-exclusion customer photos?**

**9. What is the procedure for reporting a breach?**

**10. How do you approach a customer who is displaying behavioural signs that may be related to gambling harm?**

**11. What is the procedure when a customer revokes their self-exclusion or when a period of self-exclusion expires?**

**12. ICRP (Independent Complaint Resolution Process) If the customer wants to make a complaint about the Self-Exclusion Program, how can the complaint be made, the resolution process and how information about the complaint is collected and retained?**

**13. Are self-excluded customers allowed to participate in Reward Loyalty Programs?**

**14. How do you recommend to customers to set limits on their gambling expenditure?**

**15. If you are asked by a customer how to revoke their self-exclusion, what advice would you give?**

## 16. What is TITO?

**For further information please contact the Self Exclusion Administrator**

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