

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

The Self-Exclusion Program is a self-help program that allows a customer to enter an agreement called a Self-Exclusion Application barring themselves from gaming rooms that they have chosen.

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

No, the ban only applies to the gaming room.

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

Explain to the customer they are required to sign a Self-Exclusion Application and to contact the Self-Exclusion Administrator. Provide the customer with the CCV EASE and the Gamblers Help brochure which contains all the relevant information.

There is also available an online version of the Self-Exclusion Application. This can be located by going to the CCV ([Community Clubs Victoria](http://www.communityclubs.vic.gov.au)) website.

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

From a minimum period of six months to the maximum period of two years.

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

Yes, they can but they are restricted to the same withdrawal limits as you are a gaming venue.

ie: \$200 per transaction to a maximum of \$500 in 24 hours from the first transaction.

6. Where is the Responsible Gambling Register kept?

The Responsible Gambling Register is kept at 'the back of house' area, which is secure and accessible only by staff.

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

Check the self-exclusion photos either on the CCV Self Exclusion EASE website or in the Responsible Gambling Register to confirm the person is self-excluded. Approach the customer discreetly requesting they show you their photo identification. Once confirmed they are a self-excluded person remind them, they are on the Self-Exclusion Program, allow them to collect their credits and ask them to leave.

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

Staff are required to check the photos at the commencement of each gaming shift they do. The photos are available 'back of house' in the Responsible Gambling Register, and via the CCV Self Exclusion EASE website which is operated by the Self-Exclusion Administrator.

9. What is the procedure for reporting a breach?

A breach must be registered on the CCV Self Exclusion EASE website so the Self-Exclusion Administrator can follow up directly with the customer. The breach must also be recorded in the Responsible Gambling Register.

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

Interact with the customer, engage in conversation, offer to take them to another area for a complimentary drink to break game play.

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

Remove the person's details/photos and destroy them.

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?

A complaint is made by the customer by completing an ICRP form which is located in the Responsible Gambling Register. Once the customer has completed the form it is then actioned by venue management. If the complaint cannot be resolved at a venue management level it is then directed to the VGCCC for a resolution.

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

If the Reward Loyalty Program includes loyalty from gaming machines, then the answer is **NO**.

The venue must remove the customer's details from the Reward Loyalty Program database.

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

Introduce the customer to the YourPlay Program.

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

You would advise the customer a person is required to have been on the program for a minimum period of six months before proceeding. If they have been on the program for six months or more, they are required to contact the Self-Exclusion Administrator.

16. What is TITO?

“Ticket In Ticket Out”

TITO is a system that allows a customer to collect their credits from one machine and to either transfer the value to another machine or cash them in. A self-excluded customer must be allowed to cash their’ s in before leaving the gaming area.

For further information please contact the Self Exclusion Administrator

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