

**Australasian Casino Operator Comparison Table
Harm Minimisation Strategies**

Australasian Casino Responsible Gambling Practices

Updated as at April 2019

Australia and New Zealand

ISSUE	ACT	NSW	NT	QLD	SA	TAS	NZ	NZ	NZ
Casino Operator	Casino Canberra	The Star	SKYCITY Darwin	The Star	Adelaide Casino	Wrest Point	SKYCITY AKL/HAM/QTN	Christchurch Casino	Dunedin Casino
Date Last Updated	Feb-2019	Apr-2019	Feb-2019	Apr-2019	Feb-2019	Feb-2019	Feb-2019	Feb-2019	Feb-2019
SELF EXCLUSION	<p>Casino Canberra through ACT Gambling & Racing Commission (GRC) has a voluntary self-exclusion option available to allow a person to exclude for 6-36 months. The applicant provides a photo and completes the <i>Self-Exclusion from Gambling Deed</i> form. These are uploaded into the AOGES database and the venue will be notified immediately. If the patron is detected breaching their SE the venue staff will ask the person to leave and will inform the commission.</p>	<p>Patrons may contact a gambling counsellor to arrange an exclusion without attending The Star. It is the Star's policy that all self exclusion orders remain in place for a minimum period of 12 months. Contact details will be provided for the Star Entertainment Group (SEG) Casinos in Queensland if you wish to self exclude from the SEG Queensland Casinos.</p> <p>April 2019 update: Patrons Self Excluding from The Star Sydney will also be Self Excluded from all Star properties, which include Queensland's Gold Coast and Brisbane.</p>	<p>SKYCITY Darwin has recently joined Australian Hoteliers Association (AHANT) in the Northern Territory Government approved "Multi Venue Self Exclusion" (MVSE) program run by ClubsNSW, which allows patrons to attend the one venue to self-exclude not only from that venue but also other venues throughout the Northern Territory. Patrons are directed to our on duty Security Shift Manager (Community Liaison Officer) who takes the patron wishing to self-exclude into a private area and goes through the process online with the patron before printing out a SE contract that the patron checks and signs. The process is very quick with a minimum period of self-exclusion of six months and a maximum period of 48 months. Patrons wishing to self-exclude from SKYCITY Darwin have the two options; Whole of Property OR Whole of Gaming Area.</p>	<p>April 2019 update: Patrons Self Excluding from The Star Gold Coast / Treasury Brisbane will be subject to a Cross Property Self Exclusion all properties including The Star Sydney. The same Self Exclusion practice occurs amongst all properties. Refer to NSW The Star</p>	<p>On December 1st 2018, Consumer and Business Services (CBS) assumed responsibility for all gambling regulatory and policy functions in South Australia.</p> <p>Patrons may voluntarily ban themselves directly through the Adelaide Casino for a period of three months at that particular venue (to which the CBS is notified). Patrons also have the option of contacting the CBS directly to bar themselves for a minimum of six months and up to a maximum of three years at multiple venues in South Australia including the Adelaide casino.</p>	<p>Customs have the option of attending Gambler's Help or Anglicare Tasmania to proceed with a Self Exclusion from casinos or venues. If they want to Self Exclude directly from Wrest Point they can visit a security officer to proceed. ID presented and a photograph taken. Length of Self Exclusion is between 12 months and 3 years. Customers have two options when self excluding, first option being a gambling only exclusion and the second option being a venue exclusion. Self Exclusions typically take about 30 minutes to process.</p>	<p>Details recorded</p> <p>Photograph taken</p> <p>Encouraged to nominate a mentor for support (family or friend)</p> <p>Select from a range of counselling services</p> <p>Option to choose the duration of SE (3, 6, 9, 12 or 24 months)</p> <p>Single site or cross property Self-Exclusion available</p>	<p>Details recorded</p> <p>Photograph taken and added to their facial recognition technology</p> <p>Option to choose the duration of SE (3, 6, 9, 12 or 24 months)</p> <p>Christchurch Casino can issue a Casino-Exclusion when they hold concerns about a person's gambling based on their observations and information / history of that patron.</p>	<p>Details recorded</p> <p>Photograph taken</p> <p>Option to choose the duration of SE (3 - 24 months)</p> <p>Dunedin Casino can issue an Identified-Exclusion when they hold concerns about a person's gambling based on their observations and information / history of that patron</p>

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REVOCATION	<p>A person can apply at any time to revoke their self-exclusion by lodging an application at the Commission or at a venue they are excluded from. There is a seven day cooling off period after the application is received before the revocation becomes effective.</p>	<p>The Star's policy states that all self exclusion orders remain in place for a minimum period of 12 months. Patrons can apply in writing to The Star to have their exclusion order revoked. They will be required to attend a counselling session with a recognised problem gambling counsellor and submit an assessment from the counsellor. A letter of support from a significant other person is also required.</p>	<p>Patrons wishing to revoke their self-exclusion are not able to do so within a minimum of three months. After three months they are required to submit a written application to the Host Responsibility Manager of the venue from where they initiated their self-exclusion. The application can be supported by producing written evidence that they have received counselling from a qualified problem gambling counsellor concerning their self-exclusion and reasons for wanting to terminate the agreement early. The decision to revoke the self-exclusion prematurely remains at the discretion of the MVSE program s Manager, its member clubs and member clubs of the AHANT.</p>	<p>The Star's policy states that all self exclusion orders remain in place for a minimum period of 12 months. Patrons can apply in writing to The Star to have their exclusion order revoked. They will be required to attend a counselling session with a recognised problem gambling counsellor and submit an assessment from the counsellor. A letter of support from a significant other person is also required.</p>	<p>If SE is processed through the Adelaide casino, the order is revoked as soon as it expires (3 months) however; the Host Responsibility team will red flag these patrons and have a conversation regarding their welfare when they next return. They will also endeavour to contact them throughout the exclusion to ensure they are seeking necessary counselling.</p> <p>If SE is processed through CBS the applicant is required to apply for revocation once the set time of the SE order expires (6 months – 3 years) which may require proof of counselling. CBS will also endeavour to contact the patron throughout their SE to ensure following steps to prevent problem gambling.</p>	<p>Wrest Point will not consider any revocation applications until at least 6 months has lapsed on the Self Exclusion. If there have been 3 or more breaches any revocation application will be declined. The customer is required to provide evidence they have sought counselling over the period of their Self Exclusion.</p> <p>The government 1 week before a customer's Self Exclusion is complete will notify Wrest Point. Here Wrest Point will do everything they can to follow up with the customer the next time they re-enter the gaming floor.</p>	<p><i>Two years breach free</i> - If a SE patron is issued with a requirement to Leave Premises (RTLTP) and/or trespass notice(s) they cannot enter any part of the relevant SKYCITY property (in addition to the gaming areas) for a further two year period. If they breach the Trespass Notice, they may be arrested by the New Zealand Police</p> <p>At least 6 counselling sessions are confirmed in writing by an accredited treatment provider</p> <p>Re-entry is not guaranteed</p>	<p>Verification that counselling was completed with a problem gambling counsellor. Two or more counselling sessions are recommended.</p> <p>Re-entry meeting held with Christchurch Casino management with a series of questions to answer to determine if the customer is fit to return to the gaming floor once Self Exclusion has lapsed.</p>	<p>Re-entry interview held with a Dunedin Casino Host Responsibility team member.</p> <p>Customers gaming activity will be closely monitored for three months once returning from Self Exclusion.</p> <p>External counselling sessions are recommended, but not subject to meeting re-entry conditions once Self Exclusion period has lapsed.</p>

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THIRD PARTY	<p>Casino Canberra and the ACT Gambling and Racing Commission do not offer a Third Party Exclusion. However, a Licensee exclusion can occur when a gambling licensee believes the welfare of a person or their dependants are at serious risk due from that person's gambling. The licensee must exclude the person from gambling at their venue by issuing a <i>Notice of Exclusion from Gambling by Licensee</i>.</p>	<p>The Star may conduct a venue initiated exclusion when one of their Casinos bans a person from gambling facilities at all Star Casinos. This may occur when the Casino believes, on reasonable grounds, that the person is displaying signs of problem gambling behaviour. Third Party exclusion requests can be made to The Star, and with evidence provided, The Star will investigate every case, and at their discretion may issue a venue initiated exclusion to the patron.</p>	<p>Third Party exclusion applications are considered on a case-by-case basis in consultation with SKYCITY Darwin's legal team.</p>	<p>The Star may conduct a venue initiated exclusion when one of their Casinos bans a person from gambling facilities at all Star Casinos. This may occur when the Casino believes, on reasonable grounds, that the person is displaying signs of problem gambling behaviour. Third Party requests can be made to The Star who will investigate every case and at The Stars discretion, may issue a venue initiated exclusion to the patron.</p>	<p>CBS allows requests for involuntary banning (third party) where an application is to be completed. CBS will make contact with the affected gambling provider, the patron and the applicant. The participation of the applicant is essential to the process, as they will have information the CBS needs to decide whether to proceed with the order. In most cases, the approach will result in the patron agreeing to be barred however if the patron disagrees or declines to participate the CBS will call a hearing and may require the patron and others to attend the hearing.</p> <p>Up to a three year third party exclusion can be made decided by the CBS.</p>	<p>Wrest Point Casino and Gambler's Help Tasmania are both open to Third Party exclusion request providing evidence is presented, which may include bank statements, statutory declarations etc. Once evidence is provided, the Casino (or potential venue if initiated from GH) will investigate the matter further. Generally, when third party exclusions are conducted, the length will be 12 – 36 months, depending on the severity of the case.</p>	<p>Third party to provide details and information about the patron they are referring to SE.</p> <p>The host responsibility team will build a case with this information along with the patron's previous gambling history which is escalated to the host responsibility manager.</p> <p>Depending on the severity of the case, a SE may be issued to the patron immediately without their consent.</p>	<p>Christchurch Casino does not offer Third Party Self-Exclusions; however, they welcome concerns brought to them by friends or relatives of a patron to which a Casino-Exclusion may be enforced by the operator.</p>	<p>When a Third Party expresses concerns about a customers gambling behavior, details must be taken including contact details and a brief summary of concerns. An attempt to identify the customer within the venue (e.g. via loyalty card) must be undertaken. If found the customer may be requested to leave the premises for a period of time. If requested to leave, Dunedin Casino must also provide to the customer problem gambling information, including excluding options.</p> <p>All Third Party information should be corroborated as part of an internal investigation.</p>

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ADDITIONAL RG INFO (Play Periods & Staff RG Training)	<p>All Casino staff are required to complete Responsible Gambling training. Gaming contact officers and shift managers complete additional RG training.</p> <p>All RG interactions, observations and assessments are documented and logged into a database which is then provided to the commission.</p> <p>As per the Gambling and Racing Control Regulation 2002, clocks must be visible and odds must be displayed on all table signage.</p> <p>There is a maximum payout to cash to which the remainder is paid by cheque.</p> <p>No dedicated support centre for patrons experiences problems related to gambling.</p>	<p>The Star requires appropriate responsible gambling training programs and refresher training to be in place. The Star reviews and assesses relevant responsible gambling training programs when appropriate to ensure they remain effective in supporting provision of the highest standards of guest care.</p> <p>Play Period Policy – Unavailable information</p>	<p>Continuous Play – Patrons (monitored by staff observation and card play) are required at minimum to have a thirty-minute break every six hours with the clock resetting after each break. Patrons who are found playing for over 10 hours – even if taking required breaks – are required to depart the Casino for a minimum 24 hours.</p> <p>Continuous Presence – Patrons on site longer than 12 hours are required to depart the property for minimum of six hours.</p> <p>SKYCITY Darwin staff involved in Gaming are required to hold an Australian Standard Responsible Service of Gambling (RSG) certificate, including all security staff.</p> <p>Amity Counselling Services being an Independent Problem Gambling Service provider conducts RSG training every twelve (12) months in face to face training. RSG refresher training on-line is also completed via our Star Academy every twelve months.</p>	<p>The Star requires appropriate responsible gambling training programs and refresher training to be in place. The Star reviews and assesses relevant responsible gambling training programs when appropriate to ensure they remain effective in supporting provision of the highest standards of guest care.</p> <p>Play Period Policy – Unavailable information</p>	<p>In 2014 a new policy around Enforced Player Breaks was actioned. On gaming machines, once a patron had 4 hours of continuous play an alert would be sent to GM staff and they would initiate a welfare conversation suggest the patron to take a break. At the 6 hour point a staff member from RG would have a conversation and again at 8 hours which at this point the patron would be enforced a break. On Table Games a Hot Player Alert system is used to track lengths of play from patrons playing TG. An Automated Risk Monitoring System (ARMS) is used for uncarded activity. ARMS will trigger an alert once an uncarded patron has turned over \$21000 within 200 minutes on a single machine.</p> <p>Host Responsibility Liaisons are available 24/7</p> <p>No dedicated support centre for patrons experiences problems related to gambling.</p>	<p>All special employees at Wrest Point must complete RCG training within 90 days of being a licensed special employee. At least one person who has completed enhanced RCG is on duty in each gaming area where gaming machines operate.</p> <p>No Responsible Gambling Advisors/Officers</p> <p>No dedicated support centre for patrons experiences problems related to gambling.</p>

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ADDITIONAL RG INFO (Play Periods & Staff RG Training)	<p>All SKYCITY staff complete training about the responsible service of alcohol, problem gambling awareness and the promotion of responsible gambling.</p> <p>The host responsibility team are alerted if a customer has been continuously present for 5 hours at which the first touch point is made. Another alert is sent at 12 hours to which reasonable efforts are made to encourage the patron to take breaks.</p> <p>Skycity Auckland introduced an analytical model for loyalty data (the "Focal Model") in 2015 to assist in identifying customers who may have potential problem gambling behaviours. They also offer a voluntary pre-commitment scheme allowing players to set time and spend limits. Skycity staff are alerted once limits are breached, increased or disabled, as these actions are considered indicators of potential problem gambling behaviour.</p>	<p>Servizio (Bally Systems) software provides automatic real-time alerts to key staff about customers at electronic gaming machines whose play is considered "continuous".</p> <p>The casino is also working with Focal Research, a Canadian-based company, to develop software that analyses patron's play patterns on electronic gaming machines.</p> <p>All staff members are given problem gambling awareness training from their first day on the job.</p> <p>The casino has invested in facial recognition technology. The camera takes a photo of everyone entering the casino and identifies people who shouldn't be on the premises because they have been excluded.</p> <p>Casino staff may approach up to 30 people a day to check on their welfare.</p>	<p>Only HR3 Level 3 trained staff may undertake exclusions with customers. This is generally only Host Responsibility or Authorised Persons.</p> <p>All interactions, observations and assessments must be documented and logged into iTrak and made available to Host Responsibility.</p> <p>Continuous Play is where a customer is gaming continuously for five hours or more. The clock is reset after a customer has had a break from gaming of at least 30 minutes (in aggregate).</p> <p>Continuous Presence is where a customer is present at the casino (but not necessarily gaming continuously) for a period of 12 hours or more. Host Responsibility will intervene at this point and encourage the customer to take a break.</p>