

Explanation of the Self Exclusion Program

WHO CAN BE SELF EXCLUDED?

- Any Patron may make a request to be Self Excluded.
- There is no cost for participation in the program.

WHAT IS THE SELF EXCLUSION PROGRAM?

- Self Exclusion is an entirely voluntary program. It is a program that an individual enters on his/her own initiative.
- A self excluded person cannot play the gaming machines at the venue/s which he/she has nominated to be self excluded from. Furthermore, the self excluded person is not permitted to enter the restricted gaming area for any reason or purpose.
- The Patron is permitted to go to the venue(s) from which he/she is self excluded for the purpose of enjoying a meal, drink, pool or entertainment, in any other area apart from the restricted gaming room.
- If the Patron does enter the restricted gaming room, or use gaming machines at the venue, the Patron will be approached by a staff member who will remind them of their undertakings (clause 4.1 of the Deed of Self Exclusion), and ask them to leave the restricted gaming room, and/or the Venue.
- If the Patron refuses to leave the restricted gaming room, *reasonable force* may be used to remove the Patron (clause 4.1 of the Deed of Self Exclusion).

HOW CAN A PERSON BE SELF EXCLUDED?

- A Patron may take steps to become a self excluded person by:
 - a) Contacting the GameChange Self Exclusion Hotline on (1300) 137-404 for a more detailed information kit to be posted to them.
 - b) Contacting the Australian Hotels Association (NSW) directly on (02) 9281-6922 and making an appointment.
 - c) Speaking with their Problem Gambling Counsellor who may contact the AHA (NSW) on the patron's behalf.
 - d) Approaching the Hotel Licensee or any staff member at the hotel for information about the program operated by the AHA (NSW). Information cards are featured on the sides of most hotel gaming

machines, and the patron can privately take a card and contact the GameChange Self Exclusion Hotline on (1300) 137-404.

- When the AHA (NSW) is contacted by the Patron, the Association will send a letter outlining the Self Exclusion program, enclosing a sample copy of the Deed of Self Exclusion, and invite the Patron to telephone the AHA to make arrangements for an interview. It is important that before the interview occurs, the Patron has actually read the copy of the Deed of Self Exclusion which he/she will be required to sign to become self excluded.
- When a Patron arranges an interview time, he/she will be asked to *nominate by name*, the venue/s and/or the districts that he/she wishes to exclude him/herself from. The Patron will also be asked which venue/s, if any, have provided the Patron with membership cards, in order that the Patron can be removed from Venue/s mailing list.

AT THE INTERVIEW

- The interview takes approximately 40 minutes, and is conducted at the offices of the AHA in Quay Street, Sydney. Patrons living outside the metropolitan area can attend an interview with a local solicitor, arranged and paid for by the AHA (NSW).
- The Patron may request other people to attend the interview as support.
- At the interview, the AHA (NSW) Gaming Counsellor or a representative solicitor will go through the Deed, clause by clause, and explain to the Patron exactly what the Deed entails, its ramifications, and answer any queries the Patron may have.
- At the end of the interview, the Patron is asked if he/she wants to be self excluded, and is then invited to sign the Deed.
- Once the Deed is executed, passport photographs of the Patron will be taken.
- The Venue/s will be mailed a copy of the signed Deed of Self Exclusion, a passport photograph of the patron, and a letter of confirmation advising the Licensee of the period of Self Exclusion and what steps are necessary to uphold the exclusion.