

*GAMBLING INDUSTRY GROUP
SUBMISSION FOR THE PRODUCTIVITY COMMISSION INQUIRY INTO GAMBLING*

GAMBLING INDUSTRY GROUP

**SUBMISSION TO THE PRODUCTIVITY INQUIRY
INTO GAMBLING**

9 DECEMBER 1998

GAMBLINGINDUSTRYGROUP

The Gambling Industry Group is a forum of industry representatives to pursue responsible service of gaming practices in Tasmania. Representatives are from Federal Hotels who operate the two casinos in Tasmania and are the network operators for electronic gaming machines and keno in hotels and clubs in the State, Australian Hotels Association, Registered Clubs Association, Tattersalls and TAB.

The Commissioner for Gaming is also present at meetings and a Gaming Commission liaison officer who's responsibilities include co-ordination of overlapping issues between the industry group and the break even service providers who are Government funded providers of problem gambling services.

RESPONSIBLE SERVICE OF GAMING INITIATIVES

The gaming industry in Tasmania and the State Government have been extremely active in responsible service of gaming. The main focus has been the implementation of the community support levy by the State Government which has led to the introduction of G line and financial assistance to problem gaming groups.

The formation of the Gambling Industry Group, who's objective is to pursue responsible service of gaming practices, has led to a variety of initiatives since its instigation and formation in 1995. Activities of the group have included the development of a responsible service of gaming brochure, the introduction of a code of practice and an advertising code of conduct, introduction of a compulsory responsible service of gaming course for all licensed gaming employees and the implementation of a self exclusion deed which is coordinated by industry. All activities of the Gambling Industry Group are predominately funded by the industry itself.

Achievements of the Group as at 1997 were as follows:

- Publication of the Responsible Gaming Brochure which is available in the casinos, TABs and gaming venues around the State.
- Commissioning of a report by Anglicare into Patron Care Policies and Programs (released 1996)

GAMBLING INDUSTRY GROUP
SUBMISSION FOR THE PRODUCTIVITY COMMISSION INQUIRY INTO GAMBLING

- Development and Implementation of a Gambling Code of Practice (announced December 1996) which is to be displayed in all gambling venues around the State.¹
- Development and implementation of an Advertising Code of Conduct applicable to all gaming venues.²
- Investigation of the G-Line telephone counselling and referral service for introduction into Tasmania and promotion of the service in venues.
- Payment of over \$45,000 to GABA to enable the organisation to undertake outreach services to problem gamblers.
- Consultation with the community sector
- Input into the Government's Integrated Gambling Policy
- Consultation on the Anglicare report into problem gambling delivery "More Than Just a Bob Each Way."
- Continuing overview of the impact of gambling and the development of appropriate responses by gambling venues.

The Group, in 1997, also compiled a document to illustrate the actions undertaken by industry as a result of the recommendations of the Anglicare Report into Patron Care Policies and Programs.³

The Gaming Industry Group has initiated three major projects for the year 1998, those being the Responsible Service of Gaming Course, the Self Exclusion Deed and an updated responsible service of gaming brochure.

Responsible Service of Gaming Training Course

Pursuant to an initiative of the Gaming Industry Group and the State Government, it is now compulsory that all licensed gaming employees have undertaken the Responsible Service of Gaming Course.

The Course is undertaken by the Australian Hotels Association, on behalf of the Gaming Industry Group, and is held throughout Tasmania. The course

¹ Attached and marked "A".

² Attached and marked "B"

³ Attached and marked "C"

commenced in March 1998 and to date approximately 35 course have been held with over 600 employees completing the course. Funding has been made available from the gaming machine suppliers, Aristocrat, Olympic and IGT with some funding being received from the Community Support Levy.

It is a 3 hour course which covers issues such as the responsibility of employees in the area of gaming, what problem gambling services are available and understanding the self exclusion deed.⁴

Self Exclusion Deed

The Gaming Industry Group instructed lawyers to draft a self exclusion deed which is overseen initially by the break even service providers then distributed and explained to the hotel or club by the AHA.⁵

The self exclusion deed provides problem gamblers to exclude themselves from utilising gaming machines and/or TAB and/or keno in hotels and/or clubs. The self exclusion, however, does not extend to the other services provided at the hotel or club.

There is no monetary penalty against a person who breaches the self exclusion deed, however, there is a discretion upon the break even service provider that the breach can be advertised with the person's photograph and name in a newspaper.

From the period March 1998 until October 1998 there had been 14 deeds filed with a majority of the exclusions relating to gaming machines.⁶

Responsible Service of Gaming Brochure

The brochure is currently in the process of being updated and will be launched in early December. The contents outline the details of how to access problem gambling services and how to manage gaming conduct. It is fully funded by industry and distributed to all gaming venues throughout Tasmania for the information of patrons.⁷

⁴ A copy of the Responsible Service of Gaming Training Course is attached and marked "D".

⁵ A copy of the self exclusion deed and explanatory notes are contained in the gaming course manual attached and marked "D".

⁶ Attached and marked "E" are the statistics relating to the Self Exclusion Deed from the period March through to September 1998.

⁷ Attached and marked "F" is the final draft of the brochure to be launched on 15 December 1998

Community Support Levy

As stipulated previously, a percentage of gross profit is payable to the Community Support Levy which provides funding for problem gambling services, charitable and community organisations and sport and recreation.

For the period 1997/98 a total of \$939,613 was received from gaming machine gross profit of which \$469,806 was distributed to problem gambling services, \$234,903 to sport and recreation and \$234,903 to charitable organisations.

In relation to problem gambling the money was utilised for counselling services, group support and education and prevention.

CONCLUSION

The Gambling Industry Group will continue to pursue industry initiatives in respect to responsible gaming practices.

While problem gamblers represent only 1% to 2% of people gambling, the industry recognises the importance of being proactive to ensure that gamblers are aware of the need to be responsible in their usage of any gaming product and that employees are educated in responsible service of gaming.

Tasmanian Gambling Industry Group

Gambling Code of Practice

- **Spirit of the Code:** This venue undertakes to conduct all aspects of this facility in a professional and responsible manner in keeping with the spirit of this code.
- **Legislation:** This venue will ensure that all management and staff are aware of and abide by all conditions, regulations, rules and directions made pursuant to the legislation applicable to the delivery of gambling in the state of Tasmania.
- **Prizes and Winnings:** This venue has a policy to pay all legitimate prizes and winnings at the time of claiming and will encourage patrons with large collects to take payment by form of cheque.
- **Machine Management:** Where this venue operates gaming machines, it undertakes to maintain them in premium condition for patrons' convenience and enjoyment. Machines in an unplayable state will be clearly marked to avoid confusion and disappointment.
- **Customer Comfort and Services:** This venue recognises that the satisfaction of patrons is our prime reason for providing this facility. To that end, this venue undertakes to ensure that:
 - management and staff conduct themselves in a professional, supportive and courteous manner
 - the gambling facility enhances our patrons' right to enjoy the experience by providing a clean, safe and comfortable environment
 - minors are precluded from entry to the gambling facility
 - where this venue operates gaming machines, they are provided as one of several services to our patrons
 - the privacy of our patrons will be respected at all times
- **Patron Care:** This venue accepts that some patrons may encounter difficulty in controlling their personal level of expenditure. Management and staff will ensure that appropriate signage and brochures are displayed detailing the range of services available for persons with gambling problems, and encourage such persons to seek proper counsel from qualified support agencies. Persons with gambling problems may also ask to join our venue's self exclusion programme which is provided by all venues which operate gaming machines. All wagering staff and licensed gaming staff will undertake the Gambling Industry Group's 'Responsible Service of Gaming and Wagering Course' to assist them in providing enhanced patron care.
- **Responsible Serving of Alcohol:** Licensed venues are committed to the hospitality industry's 'Responsible Service of Alcohol Policy'. A copy of this policy is available upon request.
- **Gambling on Credit:** The provision of gambling on credit is illegal. This venue will ensure that credit is not inadvertently provided for the purpose of gambling.
- **Advertising:** This venue supports the Gambling Industry Group's 'Code of Advertising Ethics'. A copy of the code is available upon request.
- **Promotions:** This venue undertakes to conduct all promotions in a professional and responsible manner so as to not encourage irresponsible behavior from our patrons.
- **ATM and EFTPOS:** Where this venue operates gaming machines, it will make every effort to locate any ATM or EFTPOS facility outside the restricted gaming area, as long as it does not unnecessarily hinder our ability to provide quality service to our patrons.

TASMANIAN GAMBLING INDUSTRY GROUP

Advertising Code of Ethics

PREFACE

DEFINITIONS

Gambling

Applicable only to direct gambling and expressly excludes any other ventures of the gambling operators and hospitality activities of the gambling venues.

Advertising

The code should cover all communications activities including advertising and promotion in all traditional media, in venue point of sale, leaflets, displays and any other materials designed to inform the public.

Application

The Code of Ethics is applicable to Wrest Point Hotel Casino, Country Club Casino, Oasis and TasKeno venues and all TAB locations.

Interpretation

In all instances, interpretation of the code should be on the basis of reasonable behaviour and impact on a reasonable person.

THE CODE

- ♦ All communication should conform to the general Advertising Code of Ethics (Attachment 1) and the Australian Consumer and Competition Council Act.
- ♦ The target will, in all instances, be people of legal gambling age (18+) and media selection and placement will reflect this.
- ♦ No children should be shown in any advertisement promoting gambling.
- ♦ The tone of the advertisement should depict gambling as a casual leisure and entertainment option and should not encourage excessive participation.
- ♦ There should be no implication that one's status, general abilities and sexual success can be attributable to gambling.
- ♦ Gambling should not be associated with excessive consumption of alcohol.
- ♦ Advertisement should not challenge or dare people to participate.
- ♦ Winning should not be shown out of context with the reality of the return to player. No unrealistic expectations of wins should be set.
- ♦ The conformity of an advertisement with this Code will be assessed in terms of its probable impact, taking its content as a whole, upon a reasonable person within the class of those to whom the advertisement is directed and also taking into account its probable impact on persons within other classes to whom it is likely to be communicated.

ATTACHMENT 1 ADVERTISING CODE DESCRIPTION

Per Media Council of Australia

"Except in news, current affairs and sporting programs, a commercial relating to betting and gambling must not be broadcast in "G" classification periods Monday to Friday, nor at weekends between 6.00am and 8.30am and 4.00pm and 7.30pm.

Definition: Any commercials relating to betting or gambling such as the TAB clubs promoting poker machines or gambling facilities, casinos, race clubs which feature bookies, etc, but do not include Government lotteries, lotto, keno or contests.

Explanation: This means that a commercial for Betting and Gambling can be telecast as follows:

- i. In any sports program, regardless of telecast time, with the exception of sports programs specifically designed for children under the age of 14 eg. "Goodsports".
- ii. In any current affairs and news program. This includes "Today".
- iii. If not sport, news or current affairs:

| | |
|----------|-----------------|
| Weekdays | 8.30am - 4.00pm |
| | 7.30pm - 6.00am |

| | |
|----------|-----------------|
| Weekends | 8.30am - 4.00pm |
| | 7.30pm - 8.00am |

but not in cartoons, or programs likely to attract significant child audiences."

GAMBLING INDUSTRY GROUP ACHIEVEMENTS

The Gambling Industry Group first met in February 1995 at the instigation of the Government. The current Chairman is Mr Greg Farrell, CEO of Federal Hotels. The TAB, AHA, Registered Clubs Association, Tattersalls and the Tasmanian Gaming Commission are also represented.

The Group meets on average once a month, and is a valuable forum for the discussion and development of approaches to deal with problem gambling across the industry, as well as members discussing more general gambling issues.

Achievements/activities of the Group to date include:

- Publication of the Responsible Gaming brochure, which is available in the casinos, TABs, and gaming venues around the State.
- Commissioning of a report by Anglicare into Patron Care Policies and Programs (released December 1996)
- Development and implementation of a Gambling Code of Practice (announced December 1996) which will be displayed in all gambling venues around the State.
- Development and implementation of an Advertising Code of Conduct applicable to all gambling venues (announced December 1996).
- Investigation of the G-line telephone counselling and referral service for introduction into Tasmania and promotion of the service in venues.
- Payment of over \$45 000 to GABA to enable it to undertake outreach services to problem gamblers.
- Consultation with the community sector
- Input into the Government's Integrated Gambling Policy
- Consultation on the Anglicare report into problem gambling service delivery *"More Than Just a Bob Each Way"*.
- Continuing overview of the impact of gambling and the development of appropriate responses by gambling venues.

ACTION TAKEN BY THE GAMBLING INDUSTRY GROUP IN RESPONSE TO THE RECOMMENDATIONS OF THE ANGLICARE REPORT INTO PATRON CARE POLICIES AND PROGRAMS FOR THE TASMANIAN GAMBLING INDUSTRY.

| RECOMMENDATION | ACTION TAKEN |
|---|---|
| <p>1. That gambling venue operators such as hotels, clubs, casinos and TABs adopt the following patron care practices:</p> <ul style="list-style-type: none"> • a clear definition of the roles and responsibilities of management and staff in relation to problem gambling - a senior person should be designated to deal with any patrons who have gambling problems; • staff do not approach patrons exhibiting problem gambling behaviours unless there are exceptional circumstances. For example, where a patron and staff member know each other well and the designated person has assessed that it is appropriate to try to assist this person; • if a staff member becomes concerned that a patron is exhibiting problem gambling behaviours then the staff member should inform the designated person. Any action should be initiated by the designated person; • when a patron self discloses a gambling problem, the designated person in the venue will provide assistance to the patron; • a designated person should listen, be discrete, non-judgemental and provide information to the person about professional services and agencies which deal with problem gambling - a designated person should not attempt to counsel the person; and • if a friend, family or associate of a possible problem gambler contacts a venue the designated person should suggest that the individual contact a professional service. | <p>Incorporated in the Responsible Service of Gambling Course.</p> <p>Responsible Service of Gambling Course to identify role of and need for delegated person.</p> |
| <p>2. That community education programs and gambling staff training programs point out that:</p> <ul style="list-style-type: none"> • credit betting is illegal; and • a person requesting credit or loans for gambling may indicate problem gambling. | <p>Incorporated in the Responsible Service of Gambling Course.</p> |

| | | |
|----|---|---|
| 3. | That all gambling venue operators are encouraged not to place ATMs and EFTPOS machines in restricted gaming areas. A more appropriate location would be in food and beverage areas. | Incorporated in the Code of Conduct. The particular emphasis of the Industry Group was the gaming machine venues. |
| 4. | That gaming venue staff adhere to responsible serving of alcohol practices, recognising the link between alcohol and gambling behaviour. This issue should be part of an industry code of practice and included in gambling staff training programs. | Incorporated in the Responsible Service of Gambling Course and in the Code of Conduct |
| 5. | That strategies to encourage patrons to set limits should be investigated further by the gambling industry and suggestions incorporated into staff training programs and an industry code of practice. | Addressed in Responsible Gambling Brochure. Future drafts will target this more directly. It will also be incorporated into staff training. |
| 6. | That the Federal Group expand the Self-Exclusion Program to encourage community service welfare organisations as third party signatories at both Casino sites. | New self exclusion form being designed and will include provision for community service organisations as third party signatories. |
| 7. | That the Federal Group investigate more effective ways of policing banned patrons. | Being undertaken with 6 and 8. |
| 8. | That the Tasmanian Gambling Industry Group consult with the Federal Group to investigate using a similar self-exclusion program in other gambling venues, including hotels, clubs and TABs and recommend third party signatories such as community service welfare organisations. | Work commenced with Gaming Commission to expand the Self-Exclusion Program. TABs unable to participate at this stage. |
| 9. | That the Tasmanian Gambling Industry Group investigate ways of expanding the self-exclusion program to allow information on self-excluded patrons to be passed between gambling venues with patrons' permission. | Discussions have taken place with Tasmanian Gaming Commission. The issues are being assessed by the Commission.. |

| | |
|--|---|
| <p>10. That displaying signs and support material be made mandatory in all gambling venues. Specifically,</p> <ul style="list-style-type: none"> • signs displaying the help-line phone number for problem gamblers and their families (eg. The G-line number) be placed in prominent areas in venues, including in restricted gaming areas, near cashiers and on toilet doors; • signs, posters and support literature be placed in gambling venues encouraging patrons to set a monetary limit when gambling; • credit card size cards displaying the help-line phone number and suggestions about what to do about gambling problems be placed in venues, near gaming machines, Keno and TAB stands; and • support literature such as the Responsible Gambling brochure be placed in prominent areas in venues. | <p>Signs already in gaming machine venues and being developed for TABs.</p> <p>Responsible Gambling Brochure currently on display and updated to show G-line number.</p> <p>Cards being developed and should be in venues in early March.</p> <p>Further information to be developed by community education officer re setting limits etc..</p> |
| <p>11. That in developing an industry code of practice the Tasmanian Gambling Industry Group assess whether separate codes of practice are needed for different types of gambling venues. This process should include consultation with gambling venue providers and community service welfare organisations.</p> | <p>One code developed to cover all gambling industry (released publicly in December 1996).</p> |
| <p>12. That initially an industry code of practice be voluntary. The voluntary code of practice should be independently assessed between June and December 1998 to measure how widely it has been adopted.</p> | <p>Code is voluntary and adherence to it will be assessed in 1998.</p> |
| <p>13. That the Tasmanian Gambling Industry Group request the Government to consult with the gambling industry, government departments and the community welfare sector to develop a plan for comprehensive community education strategies on problem gambling and responsible gambling. The plan would shape community education strategies funded by the Community Support Levy.</p> | <p>The Commission has advised that this is being addressed in the Service Agreement with the selected provider of the community education program.</p> |

| | |
|--|---|
| <p>14. That the Tasmanian Gambling Industry Group develop and industry code of practice on advertising of gambling and consult with government departments and community service welfare organisations. The code should ensure that gambling is presented as entertainment. The basic premise of this code is that advertising of gambling venues and products to not:</p> <ul style="list-style-type: none"> • target minors • promote gambling as a way of raising revenue; • present an unrealistic picture about the odds of winning; • combine cheap alcohol and gambling products; and • present gambling as a means to solving human problems such as isolation, loneliness, depression and relationship difficulties. | <p>Code of advertising ethics has been developed and made public in December 1996.</p> |
| <p>15. That a training course similar to the Australian Hotels Association (Vic) "Responsible Serving of Gaming" be developed by the Tasmanian Gambling Industry Group. This course would be called the "Responsible Service of Gaming and Wagering". This training should be compulsory and part of an industry code of practice for responsible gambling. Community service welfare organisations should be consulted on course content and may be involved in delivering training.</p> | <p>Course being developed by AHA.</p> |
| <p>16. That the training needs of staff working in gambling outlets, such as TAB agencies and racing venues, be assessed by the Tasmanian Gambling Industry Group. The need for either a core module or area specific training modules about responsible provision of gambling services should be investigated.</p> | <p>Agreed that the one course could be tailored to meet the needs of all industry groups - perhaps with one or two modules being specific to the type of venue.</p> |
| <p>17. That the Tasmanian Gambling Industry Group, training providers and government departments assess the avenues for accreditation of responsible gambling staff training.</p> | <p>This is being looked at by the AHA.</p> |

Australian Hotels Association (Tasmanian Branch)



Responsible Serving of Gaming Course Support Manual

Proudly sponsored by:

Aristocrat Leisure Industries
Olympic Video Gaming
I.G.T.

Community Support Levy- Tasmanian Government
Federal Hotels

Table of contents

Part 1 Background

| | <i>Page</i> |
|---|--------------------|
| 1. Rationale behind the course..... | 1 |
| 2. Industry Overview..... | 1 |
| 3. Community Support Levy..... | 1- 2 |
| 4. Gambling Industry Group..... | 2 |
| Venues Operators Code of Practice..... | 2 |
| 5. Gaming Controls and Regulations..... | 2 |

Part 2 Gambling

| | |
|---|-------|
| 6. What is gambling?..... | 3 |
| 7. Types of Gambling..... | 3 |
| 8. Classifications of Gamblers..... | 3 - 4 |
| 9. Profile of a Problem Gambler..... | 4 |
| Break Even Client Service Statistics..... | 4 |
| 10. When does gambling become a problem?..... | 4 |

Part 3 The Social and Economic impact of Gambling

| | |
|---------------------------------------|---|
| 11. Costs and benefits of Gaming..... | 5 |
|---------------------------------------|---|

Part 4 The Problem Gambler

| | |
|---|---|
| 12. Common behaviour traits of a problem gambler and the Model of Change..... | 6 |
|---|---|

Part 5 Strategy concepts for providing support

| | |
|--|---------|
| 13. Who's Responsible..... | 7 |
| 14. How to help a problem gambler and the potential problem gambler..... | 7 - 8 |
| 15. Identification and suggested responses..... | 9 |
| 16. Problem handling procedures..... | 9 |
| Manner of person providing information..... | 9 |
| 17. Counselling and Information Services..... | 10 - 11 |

Part 6 Advantages, Law and the Future

| | |
|--|----|
| 18. The advantages of responsible serving of gaming..... | 12 |
| 19. The Law..... | 12 |
| 20. Self Exclusion Deed..... | 13 |

Part 1: Background

1. Rationale behind the course

The Tasmanian Hospitality Industry provides a valuable service to the community, a place to meet casually, to build networks or a place simply to relax and to forget the worries of the day. With the introduction of video gaming machines, there will be a significant financial and social benefit for the State, however a small percentage of society may be adversely affected by this new form of entertainment. It is this small percentage which is the focus of this programme.

The "Responsible Serving Of Gaming Course" is an industry initiative. The hospitality industry has a moral obligation to their patrons, to provide a place for relaxation and entertainment and to responsibly provide a safe and enjoyable environment.

By ensuring that persons working in the gaming industry are aware of the issues surrounding problem gambling, we are furthering the development of caring, responsible venues, which are more attractive to the market and are a happier and healthier place to work.

2. Industry Overview

In 1993 the Tasmanian State Government passed legislation that allowed the introduction of video gaming machines into Hotels and Clubs in Tasmania from January 1st 1997. Tasmanian legislation has stringent requirements which must be adhered to by all involved so as to build an industry which is devoid of corruption and free from criminal influence.

Government Projected Revenue directly from gaming machines in 97/98 is estimated to be around \$6.3 million.

At July 1st 1997 there were 2019 licensed video gaming machines in Tasmania, 1015 operating in Casino's, 791 operating in Hotels and 213 operating in Clubs. At September 1st 1997 there were 77 operating video gaming venues in Tasmania, 2 Casino's, 62 Hotels and 13 Clubs.

Gaming is an ancillary element of the hospitality industry, therefore when looking at issues such as obligation, responsibility, offences and commitment to public well being, it is necessary to look not only at gaming legislation, but also other legislation such as the Liquor and Accommodation Act 1990.

3. Community Support Levy

A Legislative requirement was imposed by the Gaming Control Act 1993 stipulating that a Fund be established known as the Community Support Levy. The Levy is derived from 4% of the gross profit from Hotels and 2% of the gross profit from Clubs.

From the conception of video gaming machines in the wider community in Tasmania the issue of possible problem gaming and negative social consequence was recognised. The funds from this account are to be distributed (pursuant to the Gaming Control Act 1993) as follows;

- 25% - for the benefit of sport and recreation clubs
- 25% - for the benefit of charitable organisations
- 50% - for the provision of, research into gambling, services for the prevention of compulsive gambling, treatment or rehabilitation of compulsive gamblers, community education concerning gambling and other health services.
- In the year 1998/99 there should be approximately \$500,000 available for use in the Community Support Levy.

4. Gambling Industry Group Venue Operators Code of Practice

The Tasmanian Gambling Industry Group is committed to building a safe environment for all participants. In 1994 the industry developed and formed a peak group known as the Gambling Industry Group (GIG). This group consists of the AHA, Federal Hotels, TAB, Tattersalls, Licensed Clubs and the Gaming Commission

Since its inception the GIG has developed a number of programs and initiatives including, the players guide to responsible gaming, the Venue Operators Code of Practice, the advertising code of ethics, G-Line information cards and posters and has provided financial support for groups such as Anglicare and GABA.

The Venue Operators Code of Practice is an integral tool in the professional and responsible management of Tasmanian gambling venues. Included in the code are formal training suggestions for all employees, marketing concepts, and community commitment items.

5. Gaming Controls and Regulations

The Gaming Control Act 1993 establishes a system for the regulation, supervision and control of gaming machines and gaming equipment with the aims of -

- (a) ensuring that gaming on gaming machines is conducted honestly; and
- (b) ensuring that the management of gaming equipment is free from criminal influence or exploitation; and
- (c) regulating the use of gaming machines in casinos and other approved venues where liquor is sold; and
- (d) regulating the activities of persons in the gaming industry; and
- (e) promoting tourism, employment and economic development generally in the State.

The Act also gives power to the Tasmanian Gaming Commission to make rules for the venues and the employees to abide by.

The Tasmanian TAB sets guidelines and regulations for the control and use of TAB terminals under the deed of agreement between the venues and the TAB.

Part 2: Gambling

6. What is Gambling?

Gambling is a leisure activity, whether it be a flutter on the Melbourne Cup or a visit to the local gaming venue with friends. The social interaction, the excitement and the chance of a little win is the main attraction.

Definition of Gambling.

THE EXCHANGE OF PROPERTY (USUALLY MONEY) ON THE OUTCOME OF AN UNCERTAIN EVENT THAT IS AT LEAST PARTLY DETERMINED BY CHANCE.

7. Possible types of Gambling.

Gaming - The exchange of money in a game of chance, e.g. Roulette, Gaming Machines, Bingo, Scratchie

Betting or Wagering - Staking money on a future event, e.g. Horse Racing & Football, TAB betting

Speculation - Gambling on stock markets or real estate.

8. Classification of Gamblers

According to the experts, gamblers fall into three categories

(1) SOCIAL GAMBLER

Casual Gambler - Irregular player, Melbourne Cup or the occasional Tattsлото ticket.

Social Gambler - Gambles occasionally, sees it as a form of entertainment, much like a night at the trots.

Serious Social Gambler - Takes Gambling seriously, plays regularly with concentration and intensity.

(2) PROBLEM GAMBLER

Relief & Escape Gambler - A "binge player or a high "roller", plays big money 2 - 3 times a year and loses what others may consider a large amount but may only be 10% of income.

Habitual Gambler - Gambling is the focus of identity, see themselves as a gambler.

Quiet Gambler - The person looking for oblivion, using gambling as an analgesic to relieve or remove pain.

(3) COMPULSIVE OR PATHOLOGICAL GAMBLER

The urge to gamble is uncontrollable overriding everything. The gambler returns to chase or win back losses.

9. Profile of problem gamblers.

Break Even Client Services Statistics

Much research is required to draw a concrete conclusion on what is the most likely group to be affected negatively by gaming, it is impossible to produce completely accurate figures at this time. Based on the Break Even Client Services Statistics (TAS) some generalisations can be made.

Men form a substantially larger percentage of the people seeking help.

- Males 67% and Females 33%

Although Break Even clients come from all age brackets the distinct age group of the total clients is,

- 60% are aged between 30 and 50

27% of these clients were married and 33% were single

The majority of clients were employed in a wide range of occupations with income levels of \$10,000 to \$30,000.

Note: Figures represent problem gamblers or affected partners and family members.

Data taken from both Launceston and Hobart services from 22nd May 1997 to 31st March 1998.

10. When does gambling become a problem?

There is no concrete equation which formulates the sum of when gambling becomes a problem to the individual as this issue can be extremely subjective. What is a problem for one may not be so for another.

Although this is true it is suggested by some experts that gambling becomes a problem when a person loses the ability to control the amount, frequency and timing of gambling to the extent that it causes harm to themselves and others.

There can be serious consequences related to problem gambling, such as financial disaster, criminal activity, family breakdown and at the extreme end of the scale, suicide. It is usually for these reasons that excessive gambling is considered a problem.

Part 3: The Social and Economic Impact of Gaming.

11. Costs and Benefits

The Community - Many new industries have both costs and benefits to the community. Loss is acceptable as long as the end benefit is substantially greater.

Benefits derived from gaming may include;

- Increased Government revenue via taxation (which in turn funds core Government services)
- Increased Economic Activity
- Profits for the operators
- Profits for the venues
- Increased business activity in Food and Beverage
- Venue refurbishment and improvement to services
- Increased business for related suppliers
- Increased employment opportunities
- Increased donation ability and community support
- Increased leisure opportunities
- Entertainment opportunities

Some negatives that may be a result of problem gambling;

- Cost of regulation
- Cost of crime, petty, organised and white collar
- Shift in spending
- Other hospitality businesses may suffer

For the individual

- Loss of self esteem
- A feeling of loss of control
- Financial loss
- Breakdown of personal and work relationships

For family and friends

- Financial loss
- Cost of time taken to help
- Personal relationship loss
- Support

Part 4: The Problem Gambler

12. Common behavioural traits of a problem gambler and the Model of Change.

There is no complete list of characteristics which can be used in the identification process of the problem gambler. One person may display many of the signs but simply be having controlled fun. Never the less there are some common behavioural traits which seem prevalent to problem gamblers.

Following are some of these;

- Intolerance of losing, eg. aggression, distress
- Chasing losses and the inability to stop when losing
- Increasing amounts of time and money spent at the venue
- Forming an attachment to a machine
- Denial of a problem
- Secretive about gambling
- Claiming to win when actually losing
- Restless or irritable if unable to gamble

Changing Behavioural Traits

For a person to move out of undesirable behaviour, for example excessive gambling, it is suggested that they will go through many different stages as the following model of change suggests. The model of change is applicable in many situations, gambling, eating habits and exercise. Changing ones behaviour can be an extremely laborious task and often takes many attempts before one is successful.

Pre - contemplation - not ready to change their behaviour - *"I don't have a problem, I don't have to change"*

Contemplation - Acknowledge that a problem exists - *"Yes I think I have a problem, I need to change, I will do something about it soon"*

Determination - The mind is set to take positive action - *"I have a problem and I will take action today"*

Action - The start of actually doing something to rid themselves of the problem - *"I am doing something to change my behaviour"*

Maintenance - Possibly the hardest stage of change, a person has identified what behaviours need to be changed but has to put this into practice.

Lapse and Relapse - This is a common part of the process of change. If a lapse occurs, it can turn into a relapse because people are hard on themselves. It is part of the process and should be used as an opportunity to look at what else can be done.

As each relapse passes the person's gambling behaviour improves and gets a little better each time until gambling is no longer a problem. For some people this can mean that they gamble but keep it under control or for others they must totally abstain and never gamble again. The decision is up to the individual.

Part 5: Strategy concepts for providing support.

13. Who's Responsible?

Everybody has a role to play

Ultimately the individual must take responsibility for his or her own actions, but the society in which we live suggests that issue of responsibility should be shared. This is evident by legislation that protects the customer, the worker and precedents set in the courts. Therefore the issue of responsibility is best not left to chance. The gaming industry will be a lot happier and healthier if we all can share the responsibility and take a pro active role when dealing with problem gaming.

Key Players

Responsible Action

- | | |
|-------------------------------------|--|
| 1. The Government | <ul style="list-style-type: none">• Funding• Community strategy• Legislation |
| 2. Gaming Operator (Network Gaming) | <ul style="list-style-type: none">• Responsible Marketing (Advertising)• Responsible distribution• Responsible and reasonable returns for all venues |
| 3. The Community | <ul style="list-style-type: none">• Be knowledgeable as to the issue & support services available• Be compassionate• Recognise the value gaming brings in entertainment and employment |
| 4. Venue Operator | <ul style="list-style-type: none">• Conduct gaming as an ancillary element of the business• Abide by principals set out in the Code of practice• Employ appropriately |
| 5. Managers & Employees | <ul style="list-style-type: none">• Set responsible house policy• Insist on compliance by all employees• Be compassionate and non judgmental |
| 6. Close friends and relatives | <ul style="list-style-type: none">• Be supportive, be knowledgeable |
| 7. The Problem Gambler | <ul style="list-style-type: none">• Help themselves |

14. How to help a Problem Gambler and the Potential Problem Gambler.

A situation so personal needs to be handled with the utmost care. In most cases there are interacting factors which may have contributed to an excessive gambling problem; family break down, loneliness, psychological disorders and depression. There are numerous professional services that offer support and who are equipped with the necessary skills to provide the most helpful support.

Hospitality employees are not trained or expected to directly counsel problem gamblers!

The venue's role is to provide information about these services, to direct people to them, *not play the role of counsellors*. It is very important to be clear on your responsibilities, licensees, managers and employees are not counsellors, they are not trained in this area, counselling is best left to the experts.

To abstain from counselling doesn't mean to ignore the problem, in all dealings with a problem gambler or a potential situation it is wise to follow the manner suggested below.

In special cases an individual may be able to help another because of a relationship established, each situation is unique but as a rule suggest the professional services in a appropriate manner.

Management's role and responsibilities

A venue that is responsible in the serving of gaming will have a policy that facilitates aid to persons who have or may develop problems in relation to gaming. *The design and the implementation of a house policy* is an effective starting point for the responsible practice of gaming. Procedures can be set, communicated to employees and channels of communication can be opened. This policy may be formal or informal.

The Venue Policy- A responsible serving of gaming house policy may include the following issues;

1. Channels of communication, who the employee must report valid information to
2. Employees manner to patrons who display problematic behaviour
3. Staff training, including Responsible Service of Alcohol course
4. Encouraging the payment of big wins in cheque form
5. Self exclusion policy and program
6. Make support literature accessible, even handing over literature at coin exchange
7. Have signage displayed as to the services available to the problem gambler
8. Make sensible use of marketing and promotional material
9. Promote Gaming as an ancillary form of the total entertainment value of the venue

Employee's role and responsibilities

The employees of Gaming venues have a social responsibility. To assist in meeting these responsibilities it is necessary to be aware of the issues and the services available to a person who has or could develop a problem with gambling.

In a working environment an employee should attempt to identify possible problem gamblers and pass this information on to delegated persons such as a manager or shift supervisor. The delegated person should be able to offer help in a manner which is acceptable by all concerned. Do not directly confront a person unless invited to, offer help in a more discreet manner.

In certain situations, such as where a relationship has been established which is based on respect, a person such as an employee may feel comfortable to deliver advice if requested.

15. Identification and suggested responses

A person who has a problem with gambling may be recognised in three situations, each of which requires a different approach.

(a) The individual directly approaches a staff member and asks for help.

Response:

Offer help by providing the person with information about the professional services in the manner suggested below.

(b) A family member, friend or associate contacts the venue and asks for help.

Response:

Again explain the professional services in the suggested manner and explain what you can and can not do.

(c) An employee such as a gaming machine attendant recognises behaviour of a person as excessive.

Response:

Inform delegate or a person of authority, do not force help.

16. Problem Handling procedures

Manner of person providing information

It can be a very upsetting for employees to observe persons on the road to self destruction. Sometimes one could feel that they are an active participant to this persons destruction and also some may find it extremely upsetting and difficult

If a person has acknowledged that he or she has a problem and is seeking help or a staff member considers a person's gambling behaviour as excessive, consider the following;

- Only offer advice on services if directly asked
- Don't be judgmental, be supportive and open
- When discussing the situation take the person aside, do not discuss the issue in public
- Repeat what the person says back
- Keep eye contact and actively listen, give the person your full attention
- Explain that you are not a counsellor but you can advise on where to seek help
- Tread lightly, respectfully and with compassion

17. Counselling and information services available to the problem gambler, family and friends.

**Break Evens G-Line toll free telephone crisis line
phone 1800 622 112**

This service offers a free crisis counselling service and referral service.

It operates 24 hrs a day and is strictly confidential.

Any person can use this service, the counsellors are highly qualified to help both the person with the actual problem and others whom are affected.

A counselling phone call has no time limit, or cost and is strictly confidential.

Break Even Services

Break Even Counselling

South

GPO BOX 1620

HOBART 7001

Relationships Australia (03) 6231 3141

Anglicare (03) 6223 4595

North

CNR Elizabeth and Frederick Streets

Launceston.

Relationships Australia 1800 022 222

North West

Anglicare (03) 6424 8581

Break Even Group Support

GABA (Gambling and Betting Addiction) Incorporated

All Regions 1800 676 565

Financial Counselling (Anglicare)

Hobart (03) 6223 4595

Devonport (03) 6424 8581

Burnie (03) 6431 8299

Launceston (03) 6334 6060

Break Even Service Providers

Anglicare

North West (03) 6424 8581, North 1800 243 232, South (03) 6223 4595

Anglicare Tasmania provides a free, professional counselling service to people experiencing problems with issues relating to compulsive gambling. The service is available to gamblers, their partners and their families. Our counselling staff are professionally qualified and have specified expertise in the area of compulsive gambling. All our service are confidential and can be tailored to suit the needs of individuals and their families.

Anglicare also offers a Financial Counselling service to those who have experienced financial hardship either directly or indirectly, whether because of gambling or not.

Our counsellors can offer a range of counselling perspective's and counselling remains in the control of clients and progresses at a pace suited to the individual, couple or family.

GABA (Gambling and Betting Addiction) Incorporated

All Regions 1800 676 565, PO BOX 1444, LAUNCESTON, 7250.

GABA offers a safe, non-judgemental environment through group support, which gives information, support and guidance to any individual or their families affected by problem gambling. A 1800 "help-line" is available and clients can attend an interview if required. This service is confidential and is provided free through the Community Support Levy.

Relationships Australia

North 1800 002 222, 192 Charles Street, LAUNCESTON, 7250

South (03) 6231 3141, 306 Murray Street HOBART, 7000

Break Even at Relationships Australia-Tasmania is a free, confidential service available to anyone who has concerns related to problem gambling. Counselling is conducted by staff who have specific expertise in the area of problem gambling.

Our approach is client-centred respecting each individuals choices, allowing them to decide what they want to discuss and what they want to achieve. Accordingly treatment options for the gambling problem are tailored to suit individual needs. These can include; individual counselling strategies, relationship counselling strategies, family therapy strategies and/or group counselling.

Each client is in charge of the direction of counselling and will be asked how they wish to be assisted. Counselling is available to Hobart, Kingston, Launceston, Scottsdale and St. Helens.

General Practitioners & Private Practitioners

Speaking to a local GP is often less threatening for an individual, the GP will be able to assess the needs of the patient and if appropriate refer them to direct services such as Break Even or to a private psychologist / psychiatrist.

Part 6: Advantages, Law and the future

18. The advantages of responsible gaming

The Manager / Operator of the venue - A venue may feel a conflict of interest exists when handling a problem gambler. However in most cases if the persons problems are handled in a responsible and understanding way, then you have an opportunity to keep the customer in other areas of the hotel or club.

The employee - Gaming Machines attendants, Food & Beverage attendants and all other employees of a gaming venue may find the environment more enjoyable. If the industry is considered to be responsible, employment and career prospects will flourish. Employees will be proud of their position.

The patrons - Patrons will enjoy the more relaxed environment and enjoy all of what the venue can offer.

The problem gambler - The problem gambler may gain a sense of control in his /her life, a happier and less obsessive existence. Families, friends and associates also will be less affected.

The community - the cost associated will be reduced dramatically.

19. The Law.

The main Acts of Parliament which cover the activity of Gaming are;

The Gaming Control Act 1993 and the Liquor and Accommodation Act 1990. The relationship between the Liquor and Accommodation Act 1990 and the Gaming Control Act 1990 is powerful and interactive.

Applications to operate video gaming machines are granted pursuant to the Gaming Control Act. The Liquor and Accommodation Act sets the hours of operation of a premises and consequently the hours of operation permitted for video gaming machines. If a licence is suspended or cancelled under the Liquor and Accommodation Act so to is the gaming licence cancelled or suspended.

The Gaming Control Act 1993 is specific to Gaming. There are two main focuses of the legislation that are related to responsible service issues, (1)**Credit**, (2) **Minors**.

Part 5 - Control of Gaming - Section 94 Credit

Credit in Gaming Venues - Makes the providing of credit to persons intending to use this for the playing of a machine an offence.

Part 6 - Minors - Section 113 - 122

Minors must not for any purpose enter or remain in a restricted area - The law is very clear on where minors are allowed on premises that provide gaming. Heavy penalties apply if an offence occurs.

Self Exclusion Briefing Paper

This document serves as a summary of the deed of self exclusion and the deed of revocation of self exclusion. This document is to be utilised as a tool for explanation only and the deed of self exclusion must be read to the relevant person requiring self exclusion for the deed to be legally binding.

- The deed of self exclusion is a voluntary document.
- It is an agreement that person has decided they do not wish to utilise certain gaming facilities in Tasmania and seek the assistance of the gaming operators to implement that decision.
- The gaming areas can relate to gaming machines, and/or keno, and/or TAB.
- The person has to specify which gaming area/s and gaming facilities they do not wish to enter or utilise.
- By signing not to enter these gaming areas, the person agrees not to enter those areas and can no longer use the gaming facilities in those areas.
- The agreement must be for at least six months.
- By signing this document the person will seek and continue to seek the assistance and advice of a break even service provider.
- If a self excluded person enters one of the restricted gaming areas named and utilises one of the restricted gaming facilities, the operators at that premises can take such action as necessary including reasonable force to remove the person from the restricted gaming area.
- As part of this agreement the person is required to organise a photo to be taken and agree that the photo will be shown to the staff of the restricted gaming area.
- If the person goes into a restricted gaming area and fails to leave the restricted gaming area when asked, the break even service provider may decide to publish the name and address of the person in a newspaper in Tasmania, that will state that the person has failed to comply with the agreement to no longer utilise certain gaming facilities and/or go into a restricted gaming area.
- By signing the document the person cannot hold any one responsible or sue them for any actions or demands that may arise from the deed including the showing of photographs, prevention of restricting of entering a gaming area, or refusing to accept a wager.
- Once the document has been signed, the person has the opportunity after six months of signing the document to stop the self exclusion, which means that they can go into the previously restricted gaming areas again and utilise the previously restricted gaming facilities.

Procedural Requirements - Self Exclusion Deed

This document provides an outline of the procedures required by both gaming venues and break even service providers in relation to the utilisation of a self exclusion deed.

When a break even service provider is contacted by a person wishing to be self excluded from gaming areas, the break even service provider has to explain how the self exclusion works and read through the self exclusion deed itself. In explaining how the self exclusion procedure works it is recommended that the break even service provider utilises the briefing paper provided by the Australian Hotels Association.

It is recommended that once a person has signed the self exclusion deed, the deed is not forwarded to the relevant gaming venues until a 48 hour period has lapsed. This provides an opportunity to ensure the person who has signed the self exclusion deed is comfortable with the position they have taken.

A process has been developed in respect to photographs, that is, a voucher can be utilised by the person to get photo/s taken and developed to attach to the deed once signed. The voucher, when utilised, will be charged to an account set up by the Australian Hotels Association and payable by the AHA and/or under sponsorship arrangements.

A copy of the deed and the photo attached to the deed is to be sent to each relevant gaming venue as listed in the deed.

The gaming venue operator is to display the photograph of the person to whom the deed relates for staff visibility only. The gaming venue operator is required to explain to staff the circumstances and obligations relating to that person and their access to that premise. The operator must stress that the person is unable to utilise any gaming facilities specified in the self exclusion deed which may be gaming machines and/or Keno and/or TAB.

If a person to whom the deed relates frequents an establishment listed in the deed and is in the restricted gaming area, the following procedure is to be undertaken by the operator and/or their staff:

- Check to ensure that the patron has not completed a Deed revoking the Deed of Self Exclusion.
- If the patron has not completed the required form then confirm with the patron their identity if there is any doubt as to who they are and ask them to come to a more discreet part of the venue.
- The staff member should request them to leave the restricted gaming area as they are contravening the deed. If the person refuses to leave the gaming area the staff member should notify the owner and/or manager of the situation.

- The manager or owner should ask the person to vacate the gaming area. If that request is refused the manager and/or owner can use reasonable force to exclude the person from the gaming area.

Reasonable force is defined as that degree of force which is not excessive but is fair, proper and reasonably necessary in the circumstances. What would be a reasonable exercise of force in the context of the removal of a self excluded person from the premises would depend on a number of factors concerning the general demeanour of the self excluded person, for example

- whether their behaviour is such as would be likely to physically threaten the health or safety of the person attempting to remove them;
- the physical attitude of the self excluded person;
- the relative strength or power of the person concerned.

The use of force in these circumstances could range from as little as leading the self excluded person from the premises or barring them physically from entering by blocking a doorway, to the infliction of injury, should the self excluded person attempt to assault any other person. It may be preferable under certain circumstances to call the Police for assistance.

If a person to whom the deed relates is seen in a restricted gaming area and regardless of whether they leave the premise on request or by reasonable force or not, the venue operator is to notify the break even service provider of the fact the person had been seen in the restricted gaming area.

It is at the discretion of the break even service provider to whether or not they evoke point 9 of the deed, that is, the publication of the name, & the address of the person and the fact that the person has contravene the deed in a Tasmanian newspaper.

If a person decides to revoke the deed of self exclusion they must do so by utilising the deed of revocation of self exclusion. Once that deed has been signed it must be sent to the relevant gaming venue. Once a deed of revocation of self exclusion has been received by a gaming venue, the venue must return the deed of self exclusion and the photo back to the relevant break even service provider.

While the self exclusion procedure will form part of the responsible service of gaming training course, it is recommended that gaming venues undertake to inform their staff of the procedures required of self exclusion and a briefing as to what self exclusion exactly means, as soon as possible.

Bibliography

Break Even Western
Break Even Client Services Statistics

Licensed Clubs Association of South Australia and The Australian Hotels Association (SA),
Guidelines for the Responsible Provision of Gaming Machine Services Licensed Clubs
Association of South Australia and The Australian Hotels Association.

Review Of Electronic Gaming Machines In Victoria, Vol 1, April 1994

Prochaska, J.O. and DiClemente, C.C. 1986, Towards a comprehensive model of change. In
Treating addictive behaviours: process of change(ed W.R. Miller and N. Heather). Plenum Press,
New York.

Special Report No. 40, The Community Support fund, *A significant community asset*, 1996

Victorian Council on Compulsive Gambling VCOCG(Break Even), *Problem Gambling
workshop 1/2 day package*. October 1994.

Victorian Council on Problem Gambling VCOPG
Mark Dickerson & VCOPG Newsletter Vol.1(3)

DEED OF SELF EXCLUSION

THIS DEED made the

day of

199

BY

of

in the State of Tasmania

WHEREAS:

1. I believe that I have a problem with controlling:

- * my use of gaming machines;
- * my wagering on Tas Keno;
- * my wagering with the TAB

*[*Cross out whichever is inapplicable]*

at the the following gaming venue or venues:

[here specify full name and address of all venues from which you wish to self exclude yourself]

-
-
-

("the Venue/s").

2. I desire to:

- * deny myself the right of entry to and exclude myself from areas at the Venue/s set aside for gaming purposes only ("Restricted Gaming Areas") and to deny myself the right to use gaming machines at the Venue/s;
- * deny myself the right to place wagers on Tas Keno at the Venue/s;
- * deny myself the right to place wagers with the TAB at the Venue/s

(such exclusion and denials are in this Deed called "Self Exclusion")

[Cross out whichever is inapplicable].*

3. I desire the the providers of gambling support services (such providers hereafter called "Break-Even Service Providers" and specified in attachment "A" to this Deed), the Licensee/s of the Venue/s and/or their servants or agents to take such action as is necessary to:

- * prevent me from entering the Restricted Gaming Areas and using gaming machines at the Venue/s and to remove me from such Restricted Gaming Areas;

- * prevent me from wagering on Tas Keno at the Venue/s;
 - * prevent me from wagering with the TAB at the Venue/s
- [Cross out whichever is inapplicable].*
4. I understand that Self Exclusion is made voluntarily and does not place any obligation, duty or responsibility on anyone but me.
 5. I understand and accept that upon signing and lodging this document with one of the Break-Even Service Providers I become self excluded from the Venue/s and as such I will not:
 - * enter any Restricted Gaming Areas or use any gaming machine at the Venue/s;
 - * attempt to place a wager on Tas Keno at the Venue/s;
 - * attempt to place a wager with the TAB at the Venue/s

[Crossout whichever is inapplicable].
 6. I understand and desire that Self Exclusion under this Deed will remain in force for a minimum period of six (6) months and will continue after that time until the day of 19 unless I formally revoke the Self Exclusion by following the procedure set out in clause 17 of this Deed (Period of Self Exclusion).

UNDERTAKINGS

7. *I UNDERTAKE* that I will, during the Period of Self Exclusion:
 - (a) consider myself as a Self Excluded Person;
 - (b) not withdraw or revoke any undertakings, authorities, release, covenant and/or indemnity contained in this Deed;
 - (c) not enter the Restricted Gaming Areas at the Venue/s and will not use the gaming machines at the Venue/s;
 - (d) immediately stop using gaming machines and/or leave the Restricted Gaming Areas at the Venue/s at the request of an authorised representative of a Break-Even Service Provider, the Licensee/s of the Venue/s and/or their servants or agents;
 - (e) seek and continue to seek the assistance and advice of a Break-Even Service Provider;
 - (f) not attempt to place a wager on Tas Keno at the Venue/s; and
 - (g) not attempt to place a wager with the TAB at the Venue/s

[Note: (f) and (g) are only to be included if the Self-Exclusion relates to Tas Keno and the TAB]

AUTHORITY

8. *I AUTHORISE* Break-Even Service Providers, the Licensee/s of the Venue/s and/or their servants or agents during the Period of Self Exclusion:

- (a) to ask me to immediately stop using the gaming machines and/or to immediately leave the Restricted Gaming Areas at the Venue/s;
- (b) if I refuse to immediately stop using gaming machines and/or to immediately leave the Restricted Gaming Areas at the Venue/s, to take such action as is necessary (including the use of reasonable force) to remove me from such Restricted Gaming Areas and/or the Venue/s and to stop me using any gaming machines at the Venue/s; and
- (c) to take such other action as a Break-Even Service Provider, the Licensee/s of the Venue/s and/or their servants or agents deem necessary (including the use of reasonable force) to prevent me from entering the Restricted Gaming Areas and from using gaming machines at the Venue/s and to remove me from such Restricted Gaming Areas and/or the Venue/s; and
- (d) to refuse to accept a Tas Keno wager from me at the Venue/s; and
- (e) to refuse to accept a TAB wager from me at the Venue/s.

[Note: (d) and (e) to be included where the Self Exclusion also relates to Tas Keno and TAB]

9. *I AUTHORISE* any Break-Even Service Provider to retain a copy of my photograph and/or take my photograph and/or arrange for my photograph to be taken and, if I fail to comply with any undertakings given in this Deed, to identify me as a person who has entered into a Deed of Self Exclusion and failed to comply with it by publishing my name and address in a newspaper circulating in Tasmania..
10. *I AUTHORISE* any Break-Even Service Provider to retain a copy of my photograph and all records relating to my Self Exclusion and to deal with such copies and records as it sees fit in connection with the Break-Even Service Providers' Self Exclusion Program including anonymous data collection by Break-Even Service Providers.
11. *I AUTHORISE* Break-Even Service Providers, the Licensee/s of the Venue/s and/or their servants or agents, within the Period of Self Exclusion, to retain and display my photograph and name at the Venue/s in an area accessible to staff of the Venue/s and not the general public for the purpose of allowing Venue/s staff to identify me as a Self Excluded Person *AND I FURTHER AUTHORISE* the use of the photograph for this purpose.
12. I understand and accept that although I give the above authorities there is no obligation, duty and/or responsibility on Break-Even Service Providers, the Licensee of the Venue/s and/or their servants or agents to undertake any or all of the actions or things so authorised.

RELEASE

13. I and my administrators and assigns *HEREBY RELEASE AND COVENANT NOT TO SUE* any of the Break-Even Service Providers, the Licensee of the Venue/s, their nominees, servants, agents, contractors and the legal personal representatives of any such persons (the Released Persons) from all actions, suits, claims and demands whatsoever which, but for this document, could now or hereafter be asserted brought or made by me, or by anyone on my behalf, arising from any damage or injury or otherwise caused directly or indirectly as a result of any act, default or omission of the Released Persons in relation to this Self Exclusion, including, but not limited to:

- (a) the display, keeping and dissemination of photographs and records relating to my Self Exclusion;
- (b) any interviews with me relating to Self Exclusion;
- (c) preventing me (including the use of reasonable force) from entering the Restricted Gaming Areas of the Venue/s and/or the Venue/s, from using gaming machines at the Venue/s, removing me from such Restricted Gaming Areas and/or the Venue/s and stopping me using gaming machines at the Venue/s; and
- (d) wholly or in part failing to act upon or respond to my desire for and my undertakings and/or authorities in respect of my Self Exclusion;
- (e) refusing to accept a Tas Keno wager from me at the Venue/s; and
- (f) refusing to accept a TAB wager from me at the Venue/s

[Note: (e) and (f) to be included if the Self Exclusion also relates to Tas Keno and the TAB].

14. I accept that Break-Even Service Providers, the Licensee/s of the Venue/s, their nominees servants or agents, contractors and/or their legal personal representatives may plead this release and covenant not to sue as an absolute bar to any and all actions, suits, claims and demands made by me my administrators and assigns or on my behalf whether made, now proceeding, or hereafter arising directly or indirectly in any way whatsoever out of my Self Exclusion.

INDEMNITY

15. I and my administrators and assigns now and will at all times in the future *INDEMNIFY AND KEEP INDEMNIFIED* Break-Even Service Providers, the Licensee/s of the Venue/s, their servants and agents, nominees, contractors and the legal personal representatives of such persons (the Indemnified Persons) against all actions, liabilities, proceedings, losses, claims damages, costs and expenses which the Indemnified Persons may suffer, incur, or sustain in

connection with or arising directly or indirectly from any act, default or omission by or on behalf of the Indemnified Persons in relation to my Self Exclusion.

ACKNOWLEDGMENT

16. ***I ACKNOWLEDGE THAT:***

- (a) the contents of this document have been read to me by a Break-Even Service Provider at my Self Exclusion interview held on the _____ day of..... 199..;
- (b) I understand and accept the effect, obligations, duties and/or responsibilities on me and my administrators and assigns created by this document, including the undertakings, authorities, release, covenant, indemnity and acknowledgments;
- (c) Break-Even Service Providers, the Licensee/s of the Venue/s and/or their servants or agents make no assurances to me of confidentiality in respect to any matter connected with my Self Exclusion, including the display of my photograph and name and/or the keeping and/or dissemination of records and any other information relating to my Self Exclusion;
- (d) my Self Exclusion will remain in force and will not be withdrawn for a minimum period of six (6) months;
- (e) the Self Exclusion process is entirely voluntary involving voluntary undertakings by me (but which are enforceable against me) and is not a contract and does not require any action or responsibility by and in no way binds Break-Even Service Providers, the Licensee/s of the Venue/s, their nominees, servants or agents, contractors and/or their legal personal representatives; and
- (f) it is not my intention to create any legal duty, obligation, or responsibility on Break-Even Service Providers, the Licensee/s of the Venue/s, their nominees, servants or agents, contractors and/or their legal personal representatives.

REVOCATION AND TERMINATION

17. Notwithstanding clauses 6 and 7 above, I may Revoke this Self Exclusion but only:

- (a) after the expiration of a minimum period of six (6) months from the commencement of the Period of Self Exclusion;
- (b) by arranging and attending an interview with a Break-Even Service Provider;
- (c) by producing written evidence that I have received counselling from a qualified Break-Even Service Provider in respect of revocation of Self Exclusion; and

- (d) after signing and lodging with a Break-Even Service Provider a *Deed of Revocation of Self Exclusion*;
18. Upon revocation in accordance with clause 17 above, my Self Exclusion shall be at an end and I may thereafter enter Restricted Gaming Areas and use the gaming machines at the Venue/s, place wagers on Tas Keno at the Venue/s and place wagers with the TAB at the Venue/s.

EXECUTED AS A DEED POLL

SIGNED SEALED AND DELIVERED by me

.....
[Specify full name of Self Excluded Person]

Witnessed by

Name of Witness

Address of Witness

SCHEDULE A

Anglicare
Gambling and Betting Addiction Incorporated (GABA)
Relationships Australia

As at 4 March 1998.

DEED OF REVOCATION OF SELF EXCLUSION

THIS DEED made the

day of

19

BY

of

in the State of Tasmania

WHEREAS:

1. On theday of199..., I denied myself:

- * the right of entry to and excluded myself from areas set aside for gaming purposes only ("Restricted Gaming Areas") and denied myself the right to use gaming machines at the following gaming venues:

[here specify the venue/venues]

-
-
-

("the Venue/s").

- * the right to place wagers on Tas Keno at the Venue/s
- * the right to place wagers with the TAB at the Venue/s

Such exclusion and denials are hereinafter referred to as "Self Exclusion"

*[*Crossout whichever is in applicable].*

2. The period of Self Exclusion has continued for at least the minimum period of six (6) months.
3. I now desire to revoke my undertaking made by Deed on the day of 199... to voluntarily exclude myself from the Venue/s in the manner set out in the Deed.
4. I have attended an interview on the day of 199... with a provider of gambling support services relating to my desire to revoke my Self Exclusion ("Revocation Interview") and produced written evidence at the Revocation Interview that I have received counselling from a qualified provider of gambling support services in respect of my desire to revoke my Self Exclusion.
5. I understand and desire that by signing this Deed and lodging it with a provider of gambling support services (in this Deed called "a Break-Even Service Provider") I cease to be self excluded from the Venue/s.

6. I understand that my revocation of Self Exclusion operates only in respect of the Venue/s specified in this Deed, and not in respect of any other gaming venues from which I may be self excluded.

RELEASE

7. I and my administrators and assigns *RELEASE AND COVENANT NOT TO SUE* Break-Even Service Providers and the Licensee/s of the Venue/s, their nominees, servants, agents, contractors and the legal personal representatives of any such persons (the Released Persons) from all actions, suits, claims and demands whatsoever which, but for this document, could now or hereafter be asserted brought or made by me, or by anyone on my behalf, arising from any damage or injury or otherwise caused directly or indirectly as a result of any act, default or omission of the Released Persons in relation to this Self Exclusion, including, but not limited to:
- (a) the display, keeping and dissemination of photographs and records relating to my Self Exclusion (including any delay or neglect in respect of removing photographs and/or my name from the Venue/s);
 - (b) any interviews with me relating to my revocation of Self Exclusion;
 - (c) continuing to prevent me (including the use of reasonable force) from entering the Restricted Gaming Areas and from using gaming machines at the Venue/s and removing me from such Restricted Gaming Areas; and
 - (d) wholly or in part failing to act upon or respond to this revocation of Self Exclusion from the Venue/s.
8. I accept that Break-Even Service Providers, the Licensee/s of the Venue/s, their nominees, servants or agents, contractors and/or their legal personal representatives may plead this release and covenant not to sue as an absolute bar to any and all actions, suits, claims and demands made by me my administrators and assigns or on my behalf whether made, now proceeding, or hereafter arising directly or indirectly in any way whatsoever out of my revocation of Self Exclusion from the Venue/s.

INDEMNITY

9. I and my administrators and assigns now and will at all times in the future *INDEMNIFY AND KEEP INDEMNIFIED* Break-Even Service Providers, the Licensee/s of the Venue/s, their servants and agents, nominees, contractors and Gaming Operators and the legal personal representatives of such persons ("the Indemnified Persons") against all actions, liabilities, proceedings, losses, claims, damages, costs and expenses which the Indemnified Persons may

suffer, incur, or sustain in connection with or arising directly or indirectly from any act, default or omission by or on behalf of the Indemnified Persons in relation to my revocation of Self Exclusion.

ACKNOWLEDGMENT

10. ***I ACKNOWLEDGE THAT:***

- (a) the contents of this document have been read to me by a Break-Even Service Provider at the Revocation Interview held on the day of 199..;
- (b) I understand and accept the effect, obligations, duties and/or responsibilities on me and my administrators and assigns created by this Deed, including the release, covenant, indemnity and acknowledgments;
- (c) Break-Even Service Providers, the Licensee/s of the Venue/s and/or their servants or agents make no assurances to me of confidentiality in respect to any matter connected with my revocation of Self Exclusion, including the display of my photograph and name and/or the keeping and/or dissemination of records and any other information relating to my Self Exclusion or revocation of Self Exclusion;
- (d) the revocation of Self Exclusion is entirely voluntary on my part and is not a contract and does not require any action or responsibility by and in no way binds Break-Even Service Providers, the Licensee/s of the Venue/s, their nominees, servants or agents, contractors and/or their legal personal representatives; and
- (e) it is not my intention to create any legal duty, obligation, or responsibility on Break-Even Service Providers, the Licensee/s of the Venue/s, their nominees, servants or agents, contractors and/or their legal personal representatives; and
- (f) a Break-Even Service Provider advised me at the Revocation Interview to seek and continue to receive assistance from a Break-Even Service Provider.
- (g) I understand that a record of the Revocation Interview will be kept by the Break-Even Service Provider who interviewed me and I hereby authorise that Break-Even Service Provider to keep such a record and to deal with such record as that Break-Even Service Provider sees fit. I also acknowledge that while I have authorised that Break-Even Service Provider to keep such records, there is no legal obligation on that Break Even Service Provider to keep a record of the Revocation Interview.

EXECUTED AS A DEED POLL

SIGNED SEALED AND DELIVERED by me

.....
[Specify full name of Self Excluded Person]

Witnessed by

Name of Witness

Address of Witness

TASMANIAN GAMBLING INDUSTRY GROUP

Gambling Code of Practice

- ♦ **Spirit of the Code:** This venue undertakes to conduct all aspects of this facility in a professional and responsible manner in keeping with the spirit of this code.
- ♦ **Legislation:** This venue will ensure that all management and staff are aware of and abide by all conditions, regulations, rules and directions made pursuant to the legislation applicable to the delivery of gambling in the state of Tasmania.
- ♦ **Prizes and Winnings:** This venue has a policy to pay all legitimate prizes and winnings at the time of claiming and will encourage patrons with large collects to take payment by form of cheque.
- ♦ **Machine Management:** Where this venue operates gaming machines, it undertakes to maintain them in premium condition for patrons' convenience and enjoyment. Machines in an unplayable state will be clearly marked to avoid confusion and disappointment.
- ♦ **Customer Comfort and Services:** This venue recognises that the satisfaction of patrons is our prime reason for providing this facility. To that end, this venue undertakes to ensure that:
 - ♦ management and staff conduct themselves in a professional, supportive and courteous manner
 - ♦ the gambling facility enhances our patrons' right to enjoy the experience by providing a clean, safe and comfortable environment
 - ♦ minors are precluded from entry to the gambling facility
 - ♦ where this venue operates gaming machines, they are provided as one of several services to our patrons
 - ♦ the privacy of our patrons will be respected at all times.

- ♦ **Patron Care:** This venue accepts that some patrons may encounter difficulty in controlling their personal level of expenditure. Management and staff will ensure that appropriate signage and brochures are displayed detailing the range of services available for persons with gambling problems, and encourage such persons to seek proper counsel from qualified support agencies. Persons with gambling problems may also ask to join our venue's self exclusion program which is provided by all venues which operate gaming machines. All wagering staff and licensed gaming staff will undertake the Gambling Industry Group's 'Responsible Service of Gaming and Wagering Course' to assist them in providing enhanced patron care.
- ♦ **Responsible Serving of Alcohol:** Licensed venues are committed to the hospitality industry's 'Responsible Service of Alcohol Policy'. A copy of this policy is available upon request.
- ♦ **Gambling on Credit:** The provision of gambling on credit is illegal. This venue will ensure that credit is not inadvertently provided for the purpose of gambling.
- ♦ **Advertising:** This venue supports the Gambling Industry Group's 'Code of Advertising Ethics'. A copy of the code is available upon request.
- ♦ **Promotions:** This venue undertakes to conduct all promotions in a professional and responsible manner so as to not encourage irresponsible behaviour from our patrons.
- ♦ **ATM and EFTPOS:** Where this venue operates gaming machines, it will make every effort to locate any ATM or EFTPOS facility outside the restricted gaming area, as long as it does not unnecessarily hinder our ability to provide quality service to our patrons.

TASMANIAN GAMBLING INDUSTRY GROUP

Advertising Code of Ethics

PREFACE

DEFINITIONS

Gambling

Applicable only to direct gambling and expressly excludes any other ventures of the gambling operators and hospitality activities of the gambling venues.

Advertising

The code should cover all communications activities including advertising and promotion in all traditional media, in venue point of sale, leaflets, displays and any other materials designed to inform the public.

Application

The Code of Ethics is applicable to Wrest Point Hotel Casino, Country Club Casino, Oasis and TasKeno venues and all TAB locations.

Interpretation

In all instances, interpretation of the code should be on the basis of reasonable behaviour and impact on a reasonable person.

THE CODE

- ◆ All communication should conform to the general Advertising Code of Ethics (Attachment 1) and the Australian Consumer and Competition Council Act.
- ◆ The target will, in all instances, be people of legal gambling age (18+) and media selection and placement will reflect this.
- ◆ No children should be shown in any advertisement promoting gambling.
- ◆ The tone of the advertisement should depict gambling as a casual leisure and entertainment option and should not encourage excessive participation.
- ◆ There should be no implication that one's status, general abilities and sexual success can be attributable to gambling.
- ◆ Gambling should not be associated with excessive consumption of alcohol.
- ◆ Advertisement should not challenge or dare people to participate.
- ◆ Winning should not be shown out of context with the reality of the return to player. No unrealistic expectations of wins should be set.
- ◆ The conformity of an advertisement with this Code will be assessed in terms of its probable impact, taking its content as a whole, upon a reasonable person within the class of those to whom the advertisement is directed and also taking into account its probable impact on persons within other classes to whom it is likely to be communicated.

ATTACHMENT 1 ADVERTISING CODE DESCRIPTION

Per Media Council of Australia

"Except in news, current affairs and sporting programs, a commercial relating to betting and gambling must not be broadcast in "G" classification periods Monday to Friday, nor at weekends between 6.00am and 8.30am and 4.00pm and 7.30pm.

Definition: Any commercials relating to betting or gambling such as the TAB clubs promoting poker machines or gambling facilities, casinos, race clubs which feature bookies, etc, but do not include Government lotteries, lotto, keno or contests.

Explanation: This means that a commercial for Betting and Gambling can be telecast as follows:

i. In any sports program, regardless of telecast time, with the exception of sports programs specifically designed for children under the age of 14 eg. "Goodsports".

ii. In any current affairs and news program. This includes "Today".

iii. If not sport, news or current affairs:

| | |
|----------|-----------------|
| Weekdays | 8.30am - 4.00pm |
| | 7.30pm - 6.00am |

| | |
|----------|-----------------|
| Weekends | 8.30am - 4.00pm |
| | 7.30pm - 8.00am |

but not in cartoons, or programs likely to attract significant child audiences."

[illegible]

SELF EXCLUSION DEED STATISTICS

for period March to September 1998

| | |
|-----------------------------------|----|
| How many deeds filed? | 14 |
| How many male? | 5 |
| How many females? | 9 |
| How many exclude Keno? | 3 |
| How many exclude TAB? | 2 |
| How many exclude Gaming Machines? | 14 |
| How many exclude single hotels? | 0 |
| How many exclude multiple hotels | 14 |

Suburbs which respondents come from:

| | | | |
|------------------|---|-------------|---|
| Launceston | 3 | Hadspen | 1 |
| Trevallyn | 1 | Bellerive | 2 |
| South Launceston | 1 | Hobart | 1 |
| Invermay | 1 | New Town | 1 |
| Glengarray | 1 | West Moonah | 1 |
| New Norfolk | 1 | | |

How many referred by:

| | |
|-------------------------|---|
| GABA | 8 |
| Relationships Australia | 4 |
| Anglicare | 2 |

Hotels respondents

| | |
|--|----|
| Hotels with seven respondents excluded | 5 |
| Hotels with six respondents excluded | 1 |
| Hotels with five respondents excluded | 5 |
| Hotels with four respondents excluded | 0 |
| Hotels with three respondents excluded | 8 |
| Hotels with two respondents excluded | 30 |
| Hotels with one respondent excluded | 22 |

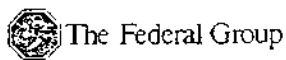
"F"

Gambling

Responsible Gambling



Published and compiled by



The Registered Clubs of Tasmania

Every player's guide

Published and compiled by
The Federal Group, The Tasmanian TAB,
Australian Hotels Association (Tas) and
The Registered Clubs of Tasmania.

Introduction

This brochure has been prepared by The Federal Group and the Tasmanian TAB, in conjunction with industry and relevant welfare agencies. Industry supports responsible gambling practices in all gambling venues and has prepared this brochure in its role as a responsible corporate citizen.

The brochure is not intended to offer solutions to gambling related problems. Its purpose is to be used as a guide to facilitate the early detection of gambling problems and direct the patron to the appropriate welfare agency.

ONE

Gambling Expenditure

No matter how successful you may be at playing games that require skill, or games of chance, unless you manage your money well, you can still end up spending more than your budget.

You must manage your gambling expenditure to ensure both enjoyment and safety:

- NEVER gamble with borrowed money.
- Work out your weekly or monthly recreation spending budget and don't go over it.
- Only spend what you can afford to.
- Never increase your bet when losing.
- If you must increase your bets, do so only when winning.

Gambling generally should be a pleasurable experience. Borrowing money to play, spending above your budget or using money allocated for other purposes is not only unwise but can lead to more significant problems at a later stage for yourself and others.

We want you to enjoy this venue, enjoy the experience and the facilities.

Participate in achieving this goal by setting yourself sensible limits to your gambling activities. You may want to utilise the following handy household budget chart.

***Remember:
Bet with your head!***

TWO

Household Budget Chart

Expenditure - General

| WEEKLY EXPENDITURE \$ | | | |
|-----------------------------|------------------|--|--|
| MONTHLY EXPENDITURE \$ | | | |
| Accommodation | Rent | | |
| | Mortgage | | |
| | Other | | |
| Food | Groceries | | |
| | Lunches | | |
| | Other | | |
| Utilities | Power | | |
| | Telephone | | |
| | Council Rates | | |
| Insurance | Other | | |
| | Home | | |
| | Contents | | |
| Health & Medical | Hospital/Medical | | |
| | Vehicle | | |
| | Life | | |
| Superannuation | | | |
| | | | |
| | | | |
| Health & Medical | Dentist | | |
| | Doctor | | |
| | Optometrist | | |
| Chemist | | | |
| | | | |
| | | | |
| Specialists | | | |
| | | | |
| | | | |
| Other | | | |
| | | | |
| | | | |
| Transport | Petrol | | |
| | Licence | | |
| | Registration | | |
| Maintenance | | | |
| | | | |
| | | | |
| Parking/Fares | | | |
| | | | |
| | | | |
| Educational or Professional | Union Fees | | |
| | Subscriptions | | |
| | Course Fees | | |
| School Fees | | | |
| | | | |
| | | | |
| School Uniforms | | | |
| | | | |
| | | | |
| Equipment, Tools | | | |
| | | | |
| | | | |
| Books, Stationery | | | |
| | | | |
| | | | |
| Child Care | | | |
| | | | |
| | | | |
| Other | | | |
| | | | |
| | | | |

THREE

Expenditure - Lifestyle

| WEEKLY EXPENDITURE \$ | | | |
|--------------------------|-----------------|--|--|
| MONTHLY EXPENDITURE \$ | | | |
| Clothing & Grooming | Clothing | | |
| | Footwear | | |
| | Personal Care | | |
| Entertainment | Gambling | | |
| | Movies/Concerts | | |
| | Video Hire | | |
| Music | | | |
| | | | |
| | | | |
| Alc. & Cigs. | | | |
| | | | |
| | | | |
| Holidays & Travel | Fares/Fuel | | |
| | Accommodation | | |
| | Meals | | |
| Other | | | |
| | | | |
| | | | |
| Gifts | Donations | | |
| | Birthdays | | |
| | Christmas | | |
| Special | | | |
| | | | |
| | | | |
| Other | | | |
| | | | |
| | | | |
| Pets | Food | | |
| | Veterinary | | |
| | Registration | | |
| Expenditure - Savings | | | |
| General | | | |
| Emergency | | | |
| Special Purpose | | | |
| Expenditure - Repayments | | | |
| Child Maint. | | | |
| Car Loan | | | |
| Personal Loan | | | |
| Credit Cards | | | |
| Bank | | | |
| Store Cards | | | |
| Other | | | |
| Total Income | | | |
| Less Total Expenditure | | | |
| Difference | | | |

FOUR

Tasmanian Gambling Industry Group

Gambling Code of Practice

The Gambling Code of Practice has been developed by the Tasmanian Gambling Industry. The code is on display in all venues.

- **Spirit of the Code.** This venue undertakes to conduct all aspects of this facility in a professional and responsible manner in keeping with the spirit of this code.
- **Legislation.** This venue will ensure that all management and staff are aware of and abide by all conditions, regulations, rules and directions made pursuant to the legislation applicable to the delivery of gambling in the state of Tasmania.
- **Prizes and Winnings.** This venue has a policy to pay all legitimate prizes and winnings at the time of claiming and will encourage patrons with large collects to take payment by form of a cheque.
- **Machine Management.** Where this venue operates gaming machines, it undertakes to maintain them in premium condition for patrons' convenience and enjoyment. Machines in an unplayable state will be clearly marked to avoid confusion and disappointment.
- **Customer Comfort and Services.** This venue recognises that the satisfaction of patrons is our prime reason for providing this facility. To that end, this venue undertakes to ensure that:
 - management and staff conduct themselves in a professional, supportive and courteous manner
 - the gambling facility enhances our patrons' right to enjoy the experience by providing a clean, safe and comfortable environment
 - minors are precluded from entry to the gambling facility
 - where this venue operates gaming machines, they are provided as one of several services to our patrons
 - the privacy of our patrons will be respected at all times.

FIVE

- **Patron Care.** This venue accepts that some patrons may encounter difficulty in controlling their personal level of expenditure. Management and staff will ensure that appropriate signage and brochures are displayed detailing the range of services available for persons with gambling problems and will encourage such persons to seek proper counsel from qualified support agencies. Persons with gambling problems may also ask to join our venue's self-exclusion programme which is provided by all venues which operate gaming machines. All wagering staff and licensed gaming staff will undertake the Gambling Industry Group's 'Responsible Service of Gaming and Wagering Course' to assist them in providing enhanced patron care.
- **Responsible Serving of Alcohol.** Licensed venues are committed to the hospitality industry's 'Responsible Serving of Alcohol Policy'. A copy of this policy is available upon request.
- **Gambling on Credit.** The provision of gambling on credit is illegal. This venue will ensure that credit is not inadvertently provided for the purpose of gambling.
- **Advertising.** This venue supports the Gambling Industry Group's 'Code of Advertising Ethics'. A copy of the code is available upon request.
- **Promotions.** This venue undertakes to conduct all promotions in a professional and responsible manner so as to not encourage irresponsible behaviour from our patrons.
- **ATM and EFTPOS.** Where this venue operates gaming machines, it will make every effort to locate any ATM or EFTPOS facility outside the restricted gaming area, as long as it does not unnecessarily hinder our ability to provide quality service to our patrons.

SIX

Credit Betting

Credit betting in Tasmania or provision of credit to gamble is illegal under the *Racing & Gaming Act 1952* and the *Gaming Control Act 1993*. This includes misrepresenting credit card transactions.

If you seek credit from the venue, you are asking the staff and management to break the law. They must decline. It is in your interest and that of the venue, not to seek credit.

*Remember:
Never gamble with
borrowed money.
Credit is borrowed money.*

Do you have a Gambling Problem?

For players who enjoy gambling once a week or more often, it is not uncommon to overspend their budget some of the time. We advise that specific budget plans be made to ensure your gambling expenditure is kept under control.

Sometimes we deny the extent of our own problems and seek help only in crisis. Ask yourself honestly the answers to the following questions, to begin to examine your own gambling patterns.

- 1 Has gambling had a negative effect on how your family functions?
- 2 Have you borrowed money to finance your gambling?
- 3 Have you gambled in an attempt to pay debts?
- 4 Do you continue to gamble in an attempt to recoup your losses?

If you think you might have a problem, set yourself the goal of stopping for two weeks or a month to test yourself. If you are unable to achieve this, you could have a problem and might benefit from discussing your situation with a counsellor.

See page 9.

Gambling Support Services

When your gambling has become a problem...

In Tasmania there are a number of problem gambling support services which can provide help if you or someone in your family has a problem with gambling.

These services are provided under the auspices of the Break Even Problem Gambling Services and include financial counselling, individual and family counselling and group support.

The organisations which provide these services are Anglicare Tasmania Inc, Relationships Australia and GABA.

If you would like further
information or assistance,
FREECALL G-Line 24 hours
a day on:
1800 622 112

NINE

Gambling Self-Exclusion

All gambling venues within the state have adopted a uniform approach to self-exclusion or self-barring. Should you feel that you either have or may be developing a gambling problem then we strongly urge you to speak with the gaming manager/supervisor of your local venue who would be happy to explain the necessary steps to put a self-exclusion order in place. For your convenience you may, if you wish, arrange to self-exclude yourself from all local venues.

TEN