

## GAMING SELF EXCLUSION

Many people visit clubs every week in Victoria and for most it is an enjoyable entertainment. However, some people may experience problems arising from their gambling activities. For these people ClubsVIC has developed the *Clubs Gaming Self Exclusion Program* as a major responsible gambling initiative.

### How do I exclude myself?

Ask any staff member or contact the Code Office on:

- **03 9349 2909** during office hours **or**
- **1800 641 503** the 24 hr free call telephone service

### What does self exclusion involve?

Self exclusion is free and customers' details are treated discreetly at all times.

The process for people who wish to self exclude from venues participating in this program is simple:

- You attend an interview and sign a deed of self exclusion by which you undertake not to enter gaming areas of the venues you nominate to be excluded from.
- The interview can take place in Melbourne or at a regional location to suit your needs.
- A Gamblers Help counsellor will be invited to attend at the interview if you wish.
- Your photo is taken, which, along with a copy of the deed, is forwarded to the venues you have nominated.
- The deed authorises the management of the venues you have nominated to take reasonable steps to ensure you do not enter the gaming areas.
- You set the self exclusion period which must be at least 6 months and can be up to 2 years.
- You can add venues to your list of those you wish to be excluded from by contacting the Code Office. You can also extend the term of your deed if you so wish.
- Although this program is for clubs we have protocols in place to assist people who wish to also self exclude from hotels and the casino.

If you wish to self exclude from wagering contact Tabcorp on [www.tabcorp.com.au](http://www.tabcorp.com.au)



## INDEPENDENT COMPLAINT RESOLUTION PROCESS ("ICRP")

### What if I have a complaint?

The ICRP is a free, effective, independent and discreet means to resolve complaints about a breach the Code. This process includes independent arbitration by a Gambling Ombudsman if the complaint cannot be resolved directly with the club. The ICRP procedural handbook is available from the Code Office on request. The Code Office will also assist to explore options for resolution of complaints that do not involve breaches of the Code.

### To whom should I complain?

Contact the club manager to discuss your complaint and try to reach a resolution. If you cannot resolve your complaint with the club and you believe the club has breached the Code, you can contact the Code Office to make a complaint. The Code Office will assist you during all stages of the process.

We suggest you telephone the Code Office on our freecall service **1800 641 503** for information about the Code and ICRP prior to registering your complaint. Your complaint must relate to an issue within the last year and must not have been previously resolved.

### How do I register my complaint?

Complete a complaint form available from the club staff or from the Code Office. If you have difficulty in completing the form the Code Office can assist you. Explain your complaint fully and, if possible, identify which clause/s of the Code you believe has been breached. Forward your completed complaint form to the Code Office.

### What happens to my complaint?

You will receive written confirmation that the Code Office has received your complaint. A copy of your complaint will be forwarded to the club by the Code Office. The club then has 14 days in which to contact you and resolve the complaint. If you and the club are able to resolve the complaint within the 14 day period, you will be asked to sign a copy of a complaint resolution form. The complaint resolution form will be lodged by the club with the Code Office setting out the details of the resolution. You will be advised by the Code Office that a resolution form has been received. If you do not agree that the complaint is resolved and, you still wish to pursue the matter, you should contact the Code Office immediately.

### What happens if my complaint is not resolved in the 14 day period?

If your complaint cannot be resolved in the 14 day period, it will proceed automatically to the next stage, and be referred to the Gambling Ombudsman. The Code Office will facilitate this process.

The Gambling Ombudsman will investigate your complaint and consider all information (written or otherwise) that is provided by you or the club. Any written submissions received will be made available to all participants.

You may be required to attend a conference as part of the investigation.

The Gambling Ombudsman is required to investigate the complaint informally and quickly.

The Gambling Ombudsman will determine whether or not there has been a breach of the Code.

### How will the conference be conducted?

The Code Office will coordinate the time and place for the conference if a conference is required.

Only those directly involved can attend, however you may bring a support person with you.

If you wish, at your cost, another person, such as a lawyer, can represent you.

The conference will be conducted as informally as possible and be fair to all participants.

### Determination of my complaint

The Gambling Ombudsman will provide the Code Office with a written conclusion as to whether or not the club has breached the Code, including reasons and recommendations for remedy (if any).

The Code Office will forward a copy of the conclusion including reasons and recommendations to you and the club.

The Code Office will maintain data regarding your complaint and the investigation of your complaint for the purposes of monitoring by the VCGR.

### How can I maintain my privacy?

On the complaint form you can indicate that you do not wish to be identified in the Gambling Ombudsman's conclusions. The Code Office will use its best endeavours to ensure that your request for privacy is honoured.



## ACCESSING INFORMATION ABOUT RESPONSIBLE GAMBLING, PRECOMMITMENT STRATEGIES AND PROBLEM GAMBLING

Information about

- how to manage your money
- responsible gambling
- how to make and keep pre-commitment decisions
- how to self exclude
- the restrictions on cash payment of winnings &/or
- provision of credit

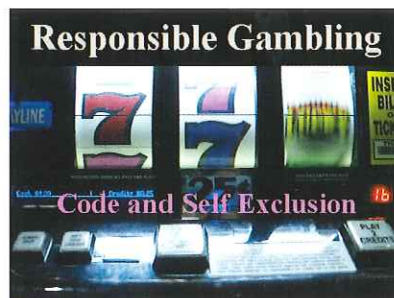
is available from the following websites:

[www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)  
[www.problemgambling.vic.gov.au](http://www.problemgambling.vic.gov.au)  
[www.vcgr.vic.gov.au](http://www.vcgr.vic.gov.au)  
[www.clubsvic.org](http://www.clubsvic.org)

These sites have valuable information for gamblers and their families and friends.

### Gamblers Help Line:

24 hour toll free telephone service **1800 858 858**



## RESTRICTIONS ON CASH PAYMENTS

By law, winnings or accumulated credits of \$1,000 or more from gaming machines must be paid in full by cheque, which cheque must not be payable to cash.

If you wish to have winnings or accumulated credits of less than \$1,000 paid in cheque, please advise the staff.

The club does not cash any cheques without prior arrangements, and by law the club cannot cash cheques for any one person for more than \$400 per day or cash cheques for gaming machine winnings or credits of more than \$1,000.

## RESPONSIBLE GAMBLING TIPS

- ♠ Don't let gambling take over your life
- ♥ Set a limit and don't exceed it
- ♣ Take just your allocated amount of money
- ♦ Gamble for the fun of it - not the money



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### Code Office

If you have any queries about responsible gambling at the club, the Code of Conduct, or you wish to discuss or enter the club's Self Exclusion Program you can ask to speak with the Nominated Person at the club or you can contact ClubsVIC Code Office on:

- **03 9349 2909** during office hours  
or
- **1800 641 503**  
24 hr free call telephone service
- **03 9349 4915** fax  
mail
- **PO Box 363 Carlton South 3053**  
email
- **codeoffice@clubsvic.org**

## RESPONSIBLE SERVICE OF GAMBLING CODE OF CONDUCT COMPLAINTS PROCESS & SELF EXCLUSION PROGRAMS

### *Commitment to Responsible Gambling*

*This club is an integral part of its community. It is run for and by its members on a not-for-profit basis to meet the community purposes for which it was founded, both now and into the future.*

*The club is committed to the wellbeing of its members, visitors, employees and the wider community that it serves. It strives to deliver all its services in a responsible and sustainable manner. As part of this commitment, the club has adopted a Responsible Service of Gambling Code and will provide the necessary resources (financial and human) to support the proper operation of the Code at the club's premises and the Code Office.*

*The Code is designed to assist the club to provide gambling in a socially rewarding, enjoyable and responsible manner.*

If you would like a copy of the Code please ask our friendly staff or visit [www.clubsvic.org](http://www.clubsvic.org)



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