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CLUBS VICTORIA INCORPORATED

RESPONSIBLE GAMBLING

SELF EXCLUSION PROGRAM

SEP 2 - 28 APRIL 2009





SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

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SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

DEFINITIONS

- DATABASE:** Means the database maintained by Clubs Victoria Incorporated in accordance with clause 8.2.
- DEED:** Means the self exclusion deed that a person executes in order to enter the Program and become a self excluded person in accordance with sub clauses 2.4.4, 2.4.5, and 2.4.6.
- STAFF FEEDBACK FORM:** Means the form described in clause 9.1.
- ICRP:** Means the Independent Complaints Resolution Process set out in clause 10.
- INTERVIEWER:** Means the person who conducts the self exclusion or the revocation interview and will usually be the Self Exclusion Officer appointed by Clubs Victoria Incorporated in accordance with sub clause 2.4.4.
- NOMINATED PERSON:** Means the persons nominated by the Sunshine City Club Board Of Directors to be responsible for ensuring compliance with responsible gaming initiatives during the times that the Sunshine City Club is operating its gaming facility.
- OFFICE:** Means the administrator (Clubs Victoria Incorporated) of the Program.
- PATRON REVIEW FORM:** Means the form that is forwarded to a sample of self excluded persons in accordance with sub clause 9.3.1.
- PROGRAM:** Means the Clubs Victoria Incorporated Self Exclusion Program.
- RESPONSIBLE GAMBLING INCIDENT REGISTER:** Means the register maintained by the Sunshine City Club in which the information regarding the code of conduct, self exclusion, liquor and anti money laundering and counter terrorism financing incidents shall be recorded.
- SELF EXCLUSION INTERVIEW:** Means the interview conducted in accordance with clauses 2.2, 2.3, 2.4.
- REVOCAION INTERVIEW:** Means an interview conducted for the purposes of revoking a self exclusion prior to the expiry, or varying the term of self exclusion in accordance with clause 2.5.
- SELF EXCLUDED PERSON'S LIST:** Means the photographs of self excluded persons together with their details including name, address, date of birth and date that the self exclusion expires.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

DEFINITIONS (CONTINUED)

SELF EXCLUSION REVIEW FORM:

Means the form that is completed annually by the Sunshine City Club Board Of Directors in accordance with clause 9.2.

PERSON:

Means the person entering into a Self Exclusion Program.

SEO:

Means the self exclusion officer appointed by the Clubs Victoria Incorporated.

VENUE:

Means a licensed venue operator (The Sunshine City Club – Board Of Directors) of a gaming venue that has subscribed to this Self Exclusion Program.

MINISTERIAL DIRECTIONS:

1. ADMINISTRATION OF THE SELF EXCLUSION PROGRAM

This Victorian Gaming Venue Responsible Gambling Self Exclusion Program was approved by the Victorian Commission For Gambling Regulation on the 28 April 2009 in compliance with Section 3.4.1 2A of the Gambling Regulation Act 2003 whereby it is a condition of a Gaming Venue Operator's Licence that the venue operator has in place a Responsible Gambling Self Exclusion Program that has been approved by the Commission.

This Responsible Gambling Self Exclusion Program shall be centrally administered by Clubs Victoria Incorporated for and on behalf of the Sunshine City Club's Board Of Directors.

The Sunshine City Club's Board Of Directors shall:

- Adopt and approve the Clubs Victoria Incorporated Responsible Gambling Self Exclusion Program - SEP 2 – 28 April 2009 and record such in the minutes of such meeting.
- Subscribe to the Clubs Victoria Incorporated as the central administrator of the Responsible Gambling Self Exclusion Program - SEP 2 – 28 April 2009.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

2. PROCESS FOR SELF EXCLUDING

2.1 STEPS THAT A PERSON NEEDS TO TAKE TO VOLUNTARILY SELF-EXCLUDE

2.1.1 Persons find out about the Self Exclusion Program in various ways, for example from problem gambling counsellors, medical practitioners, friends who are on the Program, staff at gaming venues, website information, and responsible gambling brochures available at gaming venues, etc.

2.1.2 It is preferable for entry to the Self Exclusion Program to be recommended by a problem gambling counsellor who has determined that the person is suitable for self exclusion.

2.2 PERSON MAKES CONTACT WITH THE SELF EXCLUSION OFFICER

2.2.1 Once a person has made the decision that self exclusion is appropriate for them, the person contacts the Clubs Victoria Incorporated Self Exclusion Officer. This contact is made by any means eg telephone, email, fax, or the person's counsellor or medical practitioner can make the first contact.

2.2.2 As soon as possible after a person makes contact with the Clubs Victoria Incorporated Self Exclusion Officer, the Self Exclusion Officer shall attempt to ascertain whether or not the person is receiving counselling.

2.2.3 If the person is not receiving counselling the Clubs Victoria Incorporated Self Exclusion Officer shall advise the person contact Gamblers Help and provide the person with the contact details for their local Gamblers Help Office.

2.3 SELF EXCLUSION INTERVIEW IS ARRANGED

2.3.1 As soon as possible after a person makes contact with the Clubs Victoria Incorporated Self Exclusion Officer, the Self Exclusion Officer shall make an appointment for the person to attend at a self exclusion interview at a place and at the earliest time that is convenient to the person.

2.3.2 The person can nominate where the self exclusion interview shall take place, unless the person requests otherwise, the self exclusion interview shall take place at the Clubs Victoria Incorporated Premises.

2.3.3 The Clubs Victoria Incorporated Self Exclusion Officer shall advise the person how the self exclusion interview shall be conducted, and who may attend,

2.3.4 The person may request that the person's current counsellor attend the self exclusion interview, in which case the person shall be responsible for arranging for the counsellor to attend.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

2. PROCESS FOR SELF EXCLUDING (CONTINUED)

2.3 SELF EXCLUSION INTERVIEW IS ARRANGED (CONTINUED)

2.3.5 Otherwise, the Clubs Victoria Incorporated Self Exclusion Officer shall advise the person that a problem gambling counsellor shall be in attendance at the self exclusion interview, unless the person requests otherwise.

2.3.6 If the person agrees to the presence of a problem gambling counsellor at the self exclusion interview, the Clubs Victoria Incorporated Self Exclusion Officer shall advise the relevant Gamblers Help Service of the details of the self exclusion interview and request that a Gamblers Help Counsellor be present at the place and time where the self exclusion interview is conducted.

2.4 SELF EXCLUSION INTERVIEW IS CONDUCTED

2.4.1 Where practicable, the Clubs Victoria Incorporated Self Exclusion Officer shall conduct the self exclusion interview.

2.4.2 Otherwise the Clubs Victoria Incorporated Self Exclusion Officer shall make arrangements for another appropriate interviewer to conduct the self exclusion interview.

2.4.3 Persons can bring anyone along to the self exclusion interview, including a support person such as a friend or family member.

2.4.4 At the self exclusion interview the interviewer shall explain how the Self Exclusion Program works and the contents of the Deed including:

- That the Deed is not a contract between parties but rather an individual commitment by the person to become a self excluded person.
- That the Deed provides for the self excluded person to:
 - Undertake not to enter the gaming room and not to play gaming machines at the gaming venues that they nominate.
 - Authorise the staff at the gaming venues that they nominate to stop them entering into and removing them from the gaming room.
 - Authorise the taking, dissemination and display of their photographs and personal details.
 - Release all other relevant persons from any legal liability in respect of the self exclusion, including (but not limited to) assault, defamation, duty of care; and undertake not to sue in respect of their self exclusion.
 - Indemnify all other relevant persons in respect of their self exclusion.
 - Acknowledge that they have entered the Deed voluntarily, and that the Deed is enforceable against them alone, and that there is no legal duty on any other person except themselves.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

2. PROCESS FOR SELF EXCLUDING (CONTINUED)

2.4 SELF EXCLUSION INTERVIEW IS CONDUCTED (CONTINUED)

2.4.4 At the self exclusion interview the interviewer shall explain how the Self Exclusion Program works and the contents of the Deed including (continued):

- That the Deed provides for the self excluded person to (continued):
 - Acknowledge that they understand the contents of the Deed.
 - Nominate the period of self exclusion which is a minimum of 6 months and a maximum of 24 months.
 - Nominate the gaming venues from which the person is self excluding.
 - Authorise the Clubs Victoria Incorporated Self Exclusion Officer to contact the person if the person is detected breaching their self exclusion.
 - Authorise the Clubs Victoria Incorporated Self Exclusion Officer to inform a relevant problem gambling counsellor if the person is detected breaching their self exclusion (this is optional).
 - Authorise the relevant problem gambling counsellor to contact the person if the person is detected breaching their self exclusion (this is optional).
 - Undertake to attend counselling during the period of their self exclusion (this is optional).

2.4.5 At the self exclusion interview the Self Exclusion Officer shall discuss the effects of the Deed and emphasise the voluntary nature of the Self Exclusion Program. The person shall be encouraged to ask questions during the self exclusion interview in order to fully understand the effects of the Self Exclusion Program.

2.4.6 At the end of the self exclusion interview, if the person is prepared to proceed:

- The Clubs Victoria Incorporated Self Exclusion Officer shall witness the execution of the Deed by the person who shall then become a self excluded person.
- The Clubs Victoria Incorporated Self Exclusion Officer shall take photographs of the self excluded person's front facial and side profile's.
- The person shall be requested to complete a questionnaire (drafted with input from the Council of Gamblers Help Services) this data shall be entered into the Clubs Victoria Incorporated Self Exclusion Program Database.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

2. PROCESS FOR SELF EXCLUDING (CONTINUED)

2.5 THE STEPS A PERSON MUST TAKE TO REVOKE A DECISION TO SELF EXCLUDE

2.5.1 The Program is offered for a minimum of 6 months and a maximum of 24 months, and the person nominates the period of self exclusion at the self exclusion interview.

2.5.2 If the self excluded person decides to revoke their self exclusion prior to the stipulated time, or to reduce the period of self exclusion they must:

- Attend a session with a problem gambling counsellor and obtain written acknowledgment that the self excluded person has attended a counselling session and discussed early revocation or reduction of the self exclusion period and sought guidance on the revocation or reduction (including the ramifications thereof).
- Attend at a revocation interview with the Clubs Victoria Incorporated Self Exclusion Officer or a delegate where the self excluded person must:
 - Sign a Revocation Deed.
 - Produce the written acknowledgement that the self excluded person has attended a counselling session.

2.6 THE STEPS A PERSON MUST TAKE TO VARY THE TERMS OF THE SELF EXCLUSION

2.6.1 The self excluded person may reduce the period of self exclusion in accordance with clause 2.5.

2.6.2 A self excluded person may extend a period of self exclusion or include or remove gaming venues from the Deed by contacting the Clubs Victoria Incorporated Self Exclusion Officer and arranging for the alteration of the Deed.

2.6.3 No other variations to the Deed shall be permitted

2.7 POTENTIAL SELF EXCLUDED PERSONS ARE NOT DETERRED BY UNNECESSARY ADMINISTRATIVE REQUIREMENTS AND COMPLEXITIES

2.7.1 The Self Exclusion Program can be accessed by contacting the Office by any appropriate means telephone, email, fax, or post.

2.7.2 The Clubs Victoria Incorporated Self Exclusion Officer must act as soon as possible and take all actions to ensure that a person seeking self exclusion is assisted in every way including accessing problem gambling counselling services.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

2. PROCESS FOR SELF- EXCLUDING (CONTINUED)

2.7 POTENTIAL SELF EXCLUDED PERSONS ARE NOT DETERRED BY UNNECESSARY ADMINISTRATIVE REQUIREMENTS AND COMPLEXITIES (CONTINUED)

2.7.3 The Clubs Victoria Incorporated Self Exclusion Officer must use the interview process to assist potential the self excluded person to understand and comply with the requirements the Self Exclusion Program.

2.8 THERE IS CAPACITY TO ASSIST A PERSON WHO CHOOSES TO SELF EXCLUDE TO ALSO SELF EXCLUDE FROM GAMING VENUES THAT HAVE A DIFFERENT SELF EXCLUSION PROGRAM

2.8.1 The Clubs Victoria Incorporated Self Exclusion Officer shall stay informed of any other self exclusion programs available, including Victorian and Interstate programs.

2.8.2 The Clubs Victoria Incorporated Self Exclusion Officer shall maintain contact with the administrators of any other relevant self exclusion programs and shall establish protocols for persons who wish to be excluded from gaming venues that have a different self exclusion program.

2.8.3 Where possible, the Clubs Victoria Incorporated Self Exclusion Officer shall establish protocols with other self exclusion program providers in order to facilitate a one step process for persons to self exclude from gaming venues with various self exclusion programs.

2.8.4 If the Clubs Victoria Incorporated Self Exclusion Officer is unable to establish protocols for one step self exclusion program, then the Self Exclusion Officer shall ensure that information regarding other self exclusion programs is made available to any person who contacts the Self Exclusion Officer and requires this information.

3 DURATION OF SELF EXCLUSION PROGRAM

3.1 The Self Exclusion Program is offered for a minimum of 6 months and a maximum of 24 months, and the person stipulates at the self exclusion interview the period of their self exclusion.

3.2 If the self excluded person decides to revoke a self exclusion prior to the stipulated time, or to reduce the period of self exclusion they must comply with clause 2.5 and 2.6.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

3. DURATION OF SELF EXCLUSION PROGRAM (CONTINUED)

3.3 One month prior to the expiry date specified in the Deed, the Clubs Victoria Incorporated Self Exclusion Officer shall send the self excluded person a letter advising them of the date that their period of self-exclusion shall expire, and how the self exclusion can be renewed.

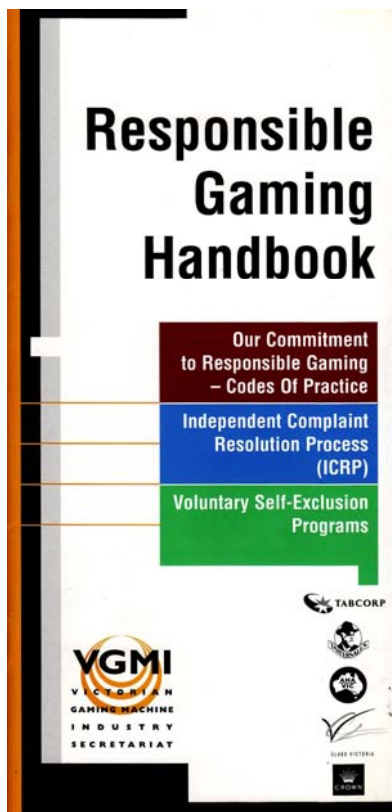
3.4 If the self excluded person wishes to renew the self exclusion, they must follow the procedures set out in clauses 2.2 to 2.4.

3.5 If the person does not respond to the letter, then the self excluded person is considered as having completed their period of self-exclusion on the specified date.

4. PROVISION OF SELF EXCLUSION PROGRAM INFORMATION

4.1 The Sunshine City Club Board Of Directors shall make persons aware of the availability of the Self Exclusion Program, how it works, and how to access it by:

- Displaying the appropriate posters, brochures, and convenience notices in the gaming room and adjacent areas.
- Making the information available on the Sunshine City Club and Clubs Victoria Incorporated websites.
- **Examples Include The Following:**





SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

4. PROVISION OF SELF EXCLUSION PROGRAM INFORMATION (CONTINUED)

➤ Examples Include The Following (Continued):

Self-Exclusion Programs

Many people visit licensed gaming venues every week in Victoria and, for most, it is an enjoyable entertainment experience. However, some people may experience problems arising from their gambling activities. For this small group the industry makes available two voluntary self-exclusion programs, as a major responsible gaming initiative.

How do I exclude myself?

Self-exclusion from either Crown Casino or licensed gaming venues at clubs and hotels is free-of-charge with customer details treated discreetly at all times.

CROWN CASINO

The **Casino Control Act 1991** provides for customers to make application for voluntary exclusion from Crown Casino. Contact the following 24 hour telephone service:

Crown Assistance Program on freecall 1800 801 098

CLUBS AND HOTELS SELF-EXCLUSION PROGRAM

This program is supported and funded by the industry (other than Crown) and is available to customers who wish to voluntarily exclude themselves from gaming machine play at nominated licensed clubs and hotels. For details contact:

The Self-Exclusion Officer on (03) 9822 0900 during office hours, or the

VGMI Secretariat 24-hour freecall telephone service 1800 641 503 (and leave your contact details).

You can obtain or request further information about self-exclusion by accessing our web site at www.vgmiis.org.

What does self-exclusion involve?

The process for the Clubs and Hotels self-exclusion, which is very discreet, is as follows:

- You attend an interview and sign a "Deed of Self-exclusion" by which you undertake not to enter the restricted area of the gaming venues you nominate, and not to play gaming machines at those venues.
- The interview can take place in Melbourne or at regional locations to suit your needs.
- Your photo is taken which along with a copy of the "Deed" is forwarded to those venues from which you have nominated to be self-excluded.
- The "Deed" authorises management of the venues you have nominated to take any reasonable steps to ensure you do not enter the restricted gaming areas or play the gaming machines.
- You set the self-exclusion period, which must be at least six months and can be up to two years.
- You can add venues to your list of those you wish to be excluded from at any time by contacting the **Self-Exclusion Officer**. You can also extend the term of your deed if you so wish.
- Translation and interpreting services can be made available to assist you in this process.

Ending your self-exclusion early

To end your self-exclusion early you must attend an interview with a qualified counsellor and then meet with the **Self-Exclusion Officer** to sign a document to revoke your "Deed of Self-Exclusion".

Community Support and Information Services:

Crown Assistance Program

The **Crown Assistance Program (CAP)** is an important element in the range of customer services offered by Crown. The **CAP** was developed to assist patrons to cope with a range of gambling related problems including various personal, family and social difficulties.

The **CAP** is a free, confidential service offering information and/or independent professional counselling to you and your family. The initial consultation session is free. Multilingual assistance is also available. Contact the 24-hour freecall telephone service:

Crown Assistance Program (CAP) – 1800 801 098

Financial & Consumer Rights Council (FCRC)

The FCRC is a peak body and referral point for free financial counselling services around Victoria. The FCRC provides advice on debt management and protection of family assets for people in crisis. Multilingual assistance, counselling and referral services are also available.

Contact by telephone:

Melbourne (Metropolitan) (03) 9663 2000
Freecall (non-metro) 1800 134 139

Gamblers Anonymous

Gamblers Anonymous is a self-help group organised by people who have had, or are having problems with their gambling. Telephone: **(03) 9696 6108**

Gam-Anon

Gam-Anon is a group organised by people who have been affected by problem gamblers who are family members or other people close to them. Please contact this group through Gamblers Anonymous.

Gambler's Help Services

The Victorian Government, through the Community Support Fund, provides free, professional, confidential counselling and education services. Multilingual assistance, counselling and referral services are also available. Contact details are as follows:

Gambler's Help Line

24 hour toll free Telephone Service – **1800 156 789**
 Hearing impaired only should call – **TTY 1800 777 706**
Gambler's Help Services State-wide Offices may be contacted by telephoning during business hours:

1. Metropolitan Services:

Melbourne City	(03) 9653 3250
Northern	1300 133 445
Southern	(03) 9575 5333
Eastern	1300 131 973
Western	(03) 9296 1234

2. Regional and Rural Services:

Ballarat (Grampians)	(03) 5331 1558
Benalla (Surrounding areas)	1800 657 573
Bendigo (Loddon/Campaspe)	(03) 5434 4300
(Surrounding areas)	1800 244 323
Broadford	(03) 5784 1306
Colac	(03) 5230 0180
Geelong (Barwon)	(03) 5278 8122
Gippsland	(03) 5133 9998
Grampians	(03) 5331 1558
Horsham	(03) 5381 1062
Mildura	(03) 5023 5966
Shepparton	(03) 5831 2012
Stawell	(03) 5368 3700
Swan Hill (Mallee)	(03) 5032 4479
Warrnambool-Hamilton-Portland-Camperdown	1300 361 680
Wodonga (Hume region)	(02) 6056 1550

Web site: www.problemgambling.vic.gov.au

Other information Services

For information about regulations and licensing please contact:

Office of Gambling Regulation: (03) 9651 3333
 For information about **Gaming Employee Licensing** telephone **(03) 9651 3054** or e-mail Emp.Licence@ogr.vic.gov.au.

Victorian Casino and Gaming Authority: (03) 9651 3333
 For information about regulations and venue licensing or check the web site: www.gambling.vcga.vic.gov.au.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

5. IDENTIFICATION OF A SELF EXCLUDED PERSON IN THE GAMING MACHINES AREA

5.1 ENSURING THAT A SELF EXCLUDED PERSON DOES NOT ENTER GAMING ROOM

5.1.1 The Clubs Victoria Incorporated Self Exclusion Officer shall provide the Sunshine City Club Board Of Directors with the personal details and copies of photographs of self excluded persons who have self excluded from the Sunshine City Club's gaming venue by post and by secure web based access as soon as possible following the self exclusion interview.

5.1.2 Upon receipt of the photographs and details of a self excluded person, the Sunshine City Club Board Of Directors shall update the gaming venue records and the self excluded persons list.

5.1.3 The self excluded persons list shall be displayed at the 'back of house' in an area that shall not be accessible to the general public.

5.1.4 In this location, staff shall be able to view the photographs and reacquaint themselves with the self excluded persons list prior to each shift.

5.1.5 The Sunshine City Club Board Of Directors shall ensure that their gaming machine player loyalty programs (if any) do not include self excluded persons.

5.1.6 Staff shall use their best endeavours to identify any self excluded person who approaches the gaming room.

5.1.7 Should a staff person notice a self excluded person approaching the gaming room with an apparent intention to enter, they shall immediately advise the sunshine city club's nominated person.

5.1.8 The sunshine city club's nominated person shall decide whether or not the person is a self excluded person by:

- Referring to the self excluded persons list, especially the photographs.
- Asking the person their name and checking it against the details on the self excluded persons list.
- Applying their personal knowledge of the person, ie: they may personally know the self excluded person.
- Asking someone else, ie: other staff or person.

5.1.9 If the sunshine city club's nominated person decides that the person is a self excluded person, they shall take such immediate action as they consider appropriate to stop the self excluded person from entering the sunshine city club's gaming room



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

5. IDENTIFICATION OF A SELF EXCLUDED PERSON IN THE GAMING MACHINES AREA (CONTINUED)

5.1.10 Some of the actions that the sunshine city club's nominated person may take are listed in clause 5.2.

5.1.11 After taking the appropriate action the sunshine city club's nominated person shall record the incident in the responsible gambling incident register and complete the staff feedback form and the Sunshine City Club Board Of Directors shall forward a copy of the staff feedback form to the Clubs Victoria Incorporated Self Exclusion Officer.

5.2 THE PROCEDURE THAT SHALL BE ADOPTED TO DETECT SELF EXCLUDED PERSONS WHO ENTER THE GAMING ROOM

5.2.1 Prior to the commencement of each shift, staff shall reacquaint themselves with the self excluded persons list, especially the photographs.

5.2.2 During their shifts, staff shall use their best endeavours to identify any self excluded person who has entered the gaming room by the means set out in sub clause 5.1.8.

5.3 THE PROCEDURE THAT SHALL BE ADOPTED WHEN A SELF EXCLUDED PERSON IS DETECTED IN THE GAMING ROOM

5.3.1 If any staff identifies a self excluded person in the gaming room, they shall immediately inform the sunshine city club's nominated person.

5.3.2 The sunshine city club's nominated person shall decide whether or not the person is a self excluded person by using the means as set out in sub clause 5.1.8.

5.3.3 If the sunshine city club's nominated person decides that the person is a self excluded person, they shall take such immediate action as they consider appropriate to remove the self excluded person from the gaming room.

5.3.4 Some of the actions that the sunshine city club's nominated person may take include:

- Discreetly approaching the self excluded person to remind them of their self exclusion and suggest that they immediately leave the gaming room.
- Discreetly approaching the self excluded person to remind them of their self exclusion and suggest that they may take refreshments in a different area of the club.
- Discreetly approaching the self excluded person to remind them of their self exclusion and offer to call a taxi or a friend to take the self excluded person home.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

5. IDENTIFICATION OF A SELF EXCLUDED PERSON IN THE GAMING MACHINES AREA (CONTINUED)

5.3 THE PROCEDURE THAT SHALL BE ADOPTED WHEN A SELF EXCLUDED PERSON IS DETECTED IN THE GAMING ROOM (CONTINUED)

5.3.4 Some of the actions that the sunshine city club's nominated person may take include (continued):

- Discreetly approaching the self excluded person to remind them of their self exclusion and offer to contact a problem gambling counsellor.
- Discreetly approaching the self excluded person to remind them of their self exclusion and offer them the use of the club's telephone to call a taxi or a friend to take them home.
- Announce over the public address system that the self excluded person has a telephone call to be taken at reception.
- Announce over the public address system that the self excluded person is required at reception.
- Announce over the public address system that the self excluded person has a meal ready in another area of the club.
- Discreetly approaching the self excluded person to remind them of their self exclusion and insist that they leave the gaming room.
- Discreetly approaching the self excluded person to remind them of their self exclusion and advise them that unless they leave the gaming room the sunshine city club's nominated person shall call the police to have them physically removed
- If the self excluded person does not leave the gaming room, as a last resort, have the self excluded person physically removed from the gaming room.

5.3.5 After taking the appropriate action the sunshine city club's nominated person will record the incident in the responsible gambling incident register and complete a staff feedback form and the Sunshine City Club Board Of Directors shall forward a copy of the staff feedback form to the Clubs Victoria Incorporated Self Exclusion Officer.

5.3.6 Upon receipt of a staff person's feedback form that reports a breach of self exclusion the Clubs Victoria Incorporated Self Exclusion Officer shall:

- Advise all gaming venues from which the self excluded person has self excluded that the self excluded person has breached their self exclusion and advise those gaming venues to increase their surveillance in respect of this self excluded person.
- Advise the administrators of other relevant self exclusion programs that the self excluded person has breached their self exclusion.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

5. IDENTIFICATION OF A SELF EXCLUDED PERSON IN THE GAMING MACHINES AREA (CONTINUED)

5.3 THE PROCEDURE THAT SHALL BE ADOPTED WHEN A SELF EXCLUDED PERSON IS DETECTED IN THE GAMING ROOM (CONTINUED)

5.3.6 Upon receipt of a staff feedback form that reports a breach of self exclusion the Clubs Victoria Incorporated Self Exclusion Officer shall: (continued)

- Advise the self excluded person that they have been detected breaching their self exclusion.
- Provide the self excluded person with contact details for their local Gamblers Help Office.
- If the self excluded person's Deed authorises the Clubs Victoria Incorporated Self Exclusion Officer to inform a relevant problem gambling counsellor if the self excluded person breaches the self exclusion, the Clubs Victoria Incorporated Self Exclusion Officer shall inform the relevant problem gambling counsellor.

5.4 THE SELF EXCLUSION PROGRAM MUST HAVE DUE REGARD FOR THE PRIVACY AND DIGNITY OF THE SELF EXCLUDED PERSON

5.4.1 The sunshine city club's nominated person shall make every attempt to be discreet when approaching a self excluded person, and to draw as little attention as possible to the situation and to the self excluded person.

5.4.2 Inclusions in the responsible gambling incident register may be subject to the Privacy Act and the sunshine city club's nominated person shall ensure compliance with the National Privacy Principles.

5.4.3 The Sunshine City Club Board Of Directors shall ensure that the nominated person receives the relevant levels of training that shall enable them to carry out the duties of the nominated person.

5.4.4 The sunshine city club's nominated persons shall receive such training that shall enable them to discreetly handle self excluded persons, and also to have the required knowledge of the requirements of the National Privacy Principles.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

6. STAFF TRAINING

6.1 All gaming staff shall receive adequate training in:

- The method of operation of the Self Exclusion Program.
- How to assist persons seeking information about a self exclusion program or wishing to self exclude.
- Understanding how to discreetly manage persons who have self excluded.
- How to identify self excluded persons.

6.2 Any incidence of non compliance with the self exclusion program by staff shall lead to remedial action being taken by the Sunshine City Club Board Of Directors against that staff person and repeated incidents of non compliance shall lead to disciplinary action.

6.3 Annual performance reviews for all staff shall include an assessment of their commitment to and compliance with the requirements of the self exclusion program. The performance review will include questions regarding the self exclusion program and how it impacts on staff, and whether that staff person has met the requirements.

6.4 The training may be delivered in any one or more of the following ways:

- Completion of a responsible service of gaming course (or refresher course) that shall be endorsed by the Clubs Victoria Incorporated and include components of the following:
 - The method of operation of the Self Exclusion Program.
 - How to assist persons seeking information about a self exclusion program or wishing to self exclude.
 - Understanding how to discreetly manage persons who have self excluded.
- Briefings at staff meetings.
- Attendance at self exclusion training sessions conducted by Clubs Victoria Incorporated.
- Attendance at staff training sessions conducted on the sunshine city club's premises and endorsed by Clubs Victoria Incorporated.
- By the sunshine city club's nominated persons being (in addition to the training provided in accordance with the above) trained to know how to manage self excluded persons, and also to know the requirements of the National Privacy Principles.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

6. STAFF TRAINING (CONTINUED)

6.4 The training may be delivered in any one or more of the following ways (continued):

- By the nominated persons receiving the necessary training in one or more of the following ways:
 - Briefings at staff meetings.
 - Attendance at self exclusion training sessions conducted by Clubs Victoria Incorporated.
 - Attendance at staff training sessions conducted on the sunshine city club's premises and endorsed by Clubs Victoria Incorporated.

7. AVAILABILITY OF SUPPORT SERVICES

7.1 REFERRAL OF PERSONS TO PROBLEM GAMBLING SUPPORT SERVICES

7.1.1 The Program facilitates referral of persons to problem gambling support services by the implementation of the following clauses and sub clauses 2.2.2, 2.2.3, 2.3.4, 2.3.5, 2.3.6, 2.4.4, 2.2.5, 2.7.2, 3.2, 4, 5.3.6 and through the following means:

Clubs Victoria Incorporated:



Telephone: 03 9349 2909

Facsimile: 03 9349 4915

Email: admin@clubsvic.org

Website: www.clubsvic.org

Mail: P O Box 363, Carlton South Victoria 3053

In Person: Level 2, 19 – 21 Argyle Place, South Carlton Victoria 3053

Melway Map Reference: 2B – F10

Council Of Gamblers Help Services:

COUNCIL OF GAMBLER'S HELP SERVICES



Telephone: 03 9328 5825

Email: info@gamblershelp.org

Website: www.gamblershelp.org

Mail: P O Box 138, North Melbourne Victoria 3051

In Person: Level 1, 40 Errol Street, North Melbourne Victoria 3051

Melway Map Reference: 2A – J10

Victorian Government
Problem Gambling:

**gambler's help
1800 858 858**

Telephone: 1800 85 858

Website: www.problemgambling.vic.gov.au



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

7. AVAILABILITY OF SUPPORT SERVICES (CONTINUED)

7.2 PROTOCOLS FOR CONTACT BETWEEN THE CLUBS VICTORIA INCORPORATED SELF EXCLUSION OFFICER AND RELEVANT PROBLEM GAMBLING SUPPORT SERVICES

7.2.1 The Clubs Victoria Incorporated Self Exclusion Officer shall maintain open dialogue with all relevant problem gambling counselling services.

7.2.2 The Clubs Victoria Incorporated Self Exclusion Officer shall liaise frequently with problem gambling support persons informally at self exclusion interviews.

7.2.3 At least twice a year, the Clubs Victoria Incorporated Self Exclusion Officer shall facilitate a formal meeting with the convener of the Council of Gamblers Help Services to discuss the operation of the Self Exclusion Program, and consider any recommendations for the enhancement of the Self Exclusion Program.

8. DATA MANAGEMENT

8.1 The Clubs Victoria Incorporated shall maintain a database that records the following:

- The number of persons who have self excluded.
- Any non identifying data that is available from the Interviews and Deeds.
- The number of self excluded persons who are reported to have breached their self exclusion.
- The number of self excluded persons who have breached repeatedly.
- The number of self excluded persons who extend or revoke their self exclusion.

8.2 HOW INFORMATION WILL BE COLLECTED, RETAINED AND PROVIDED TO THE VICTORIAN COMMISSION FOR GAMBLING REGULATION

8.2.1 The self exclusion database shall be retained in digital format on the Clubs Victoria Incorporated computer system, and shall be made available to the Victorian Commission For Gambling Regulation as required in digital format and / or hard copy.

8.2.2 As all self exclusion interviews shall be facilitated through the Clubs Victoria Incorporated Self Exclusion Officer, they shall have the data as required in clause 8.1.

8.2.3 In accordance with sub clauses 5.1.11 and 5.3.5, the Sunshine City Club's Board Of Directors shall be required to provide the Clubs Victoria Incorporated Self Exclusion Officer with copies of staff feedback forms setting out details of any detected breaches by a self excluded person.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

8. DATA MANAGEMENT (CONTINUED)

8.2.4 The Clubs Victoria Incorporated Self Exclusion Officer shall enter the relevant details onto the self exclusion database system.

8.2.5 The self exclusion database system and any documents derived from it may be subject to the Privacy Act and the Clubs Victoria Incorporated Self Exclusion Officer shall ensure compliance with the National Privacy Principles.

9. REVIEWING THE EFFECTIVENESS OF THE SELF EXCLUSION PROGRAM

9.1 STAFF FEEDBACK

9.1.1 The Sunshine City Club's Board Of Directors shall ensure that a staff feedback form is available with the responsible gambling incident register.

9.1.2 The Sunshine City Club's Induction Program and Manual provided to all staff on commencement of their employment with the sunshine city club shall include advice on how the staff can provide feedback on the operation and effectiveness of the Self Exclusion Program by completing the staff feedback form that is available with the responsible gambling incident register.

9.1.3 The Sunshine City Club's Board Of Directors shall provide all staff who are employed with the sunshine city club at the time of adoption of this Self Exclusion Program with information about how they can provide feedback on the Self Exclusion Program by completing the staff feedback form that is available with the responsible gambling incident register.

9.1.4 At the end of each shift the Sunshine City Club's Nominated Person shall collect any completed staff feedback forms and deliver them to the Sunshine City Club's Board Of Directors.

9.1.5 The Sunshine City Club's Board Of Directors shall consider the completed staff feedback forms, and:

- If the matter can be dealt with at the Sunshine City Club's Board Of Directors level, they shall take the appropriate action, file the completed form with the responsible gambling incident register and attach copies of any completed forms to the annual self exclusion review form.
- If the matter involves a systemic issue in relation to the self exclusion program or involves detection of a breach by a self excluded person the matter shall be referred immediately to the Clubs Victoria Incorporated Self Exclusion Officer for appropriate action.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

9. REVIEWING THE EFFECTIVENESS OF THE SELF EXCLUSION PROGRAM (CONTINUED)

9.2 SUNSHINE CITY CLUB BOARD OF DIRECTORS REVIEW

- 9.2.1 The Sunshine City Club's Board Of Directors shall complete a self exclusion review form in the month of June of each year.
- 9.2.2 The self exclusion review form will be drafted in conjunction with the Council of Gamblers Help Services.
- 9.2.3 The Clubs Victoria Incorporated Self Exclusion Officer may, upon application, grant an extension of time for completion of the self exclusion review form.
- 9.2.4 The completed self exclusion review form shall be maintained on file at the Sunshine City Club together with any staff feed back forms that were received through the preceding year, including copies of those that were forwarded to the Clubs Victoria Incorporated Self Exclusion Officer during the year

9.3 PATRON REVIEW

- 9.3.1 In the month of May of each year the Clubs Victoria Incorporated Self Exclusion Officer shall forward a patron review form to selected self excluded persons.
- 9.3.2 The patron review form shall be drafted in conjunction with the Council of Gamblers Help Services.
- 9.3.3 The selected self excluded persons shall be asked to complete the patron review forms and return them to the Clubs Victoria Incorporated Self Exclusion Officer.
- 9.3.4 Completion and return by the selected self excluded person shall be totally optional.

9.4 OFFICE REVIEW

- 9.4.1 In July each year the Clubs Victoria Incorporated Self Exclusion Officer shall conduct:
 - A survey of gaming venue's completed review forms.
 - An appraisal of all returned patron review forms.
 - An appraisal of all staff feedback forms received through the year.
 - A general appraisal of the self exclusion program to assess its operation and effectiveness (including consideration of staff and member / patron feed back forms).



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

9. REVIEWING THE EFFECTIVENESS OF THE SELF EXCLUSION PROGRAM (CONTINUED)

9.4 OFFICE REVIEW (CONTINUED)

9.4.2 The Clubs Victoria Incorporated Self Exclusion Officer shall make any appropriate changes to the Self Exclusion Program and seek approval of those changes from the Victorian Commission For Gambling Regulation and advise the Sunshine City Club's Board Of Directors accordingly.

10. COMPLAINTS PROCESS

10.1 The Sunshine City Club's Board Of Directors shall subscribe to the Independent Complaints Resolution Process administered by the Independent Complaints Resolution Process Office.

10.2 The Independent Complaints Resolution Process complies with all legislative requirements, relevant ministerial directions and has been approved by the Victorian Commission For Gambling Regulation.

10.3 The Independent Complaints Resolution Process Shall:

- Specify how to make a complaint about the Self Exclusion Program.
- Specify how information about complaints shall be collected and retained.
- Set out the process for resolution of a complaint.
- Provide for the independent review of decisions made by the Sunshine City Club's Board Of Directors about complaints.
- Enable the Victorian Commission For Gambling Regulation to monitor compliance with the complaints process.

11. HOW TO SUBSCRIBE TO THE SELF EXCLUSION PROGRAM

11.1 The Sunshine City Club's Board Of Directors shall the Self Exclusion Program SEP 2 to the Sunshine City Club's Board Of Directors and they shall resolve to formally adopt and subscribe to the Self Exclusion Program.

11.2 The Sunshine City Club's Board Of Directors shall apply to the Clubs Victoria Incorporated Self Exclusion Officer for subscription to the Self Exclusion Program.



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

11. HOW TO SUBSCRIBE TO THE SELF EXCLUSION PROGRAM (CONTINUED)

- 11.3** The Clubs Victoria Incorporated Self Exclusion Officer shall assess the application and determine whether to approve or reject the application and advise the Board Of Directors promptly of its determination.
- 11.4** If the Clubs Victoria Incorporated Self Exclusion determines to reject the application, they shall provide the venue with reasons for the rejection.
- 11.5** The Sunshine City Club's Board Of Directors shall be at liberty to apply again for subscription to the Self Exclusion Program.
- 11.6** If the Clubs Victoria Incorporated Self Exclusion Officer approves the application, the Sunshine City Club's Board Of Directors shall advise the Victorian Commission For Gambling Regulation that they have subscribed to the Self Exclusion Program.
- 11.7** The Clubs Victoria Incorporated Self Exclusion Officer may, at any time, determine that the Sunshine City Club is not suitable to subscribe to the Self Exclusion Program and, after providing the Sunshine City Club's Board Of Directors with adequate opportunity to address the issues, the Clubs Victoria Incorporated Self Exclusion Office may expel the Sunshine City Club from inclusion in the Self Exclusion Program.
- 11.8** If the Sunshine City Club is expelled from the Self Exclusion Program, the Clubs Victoria Incorporated Self Exclusion Officer shall notify the Sunshine City Club's Board Of Directors and Victorian Commission For Gambling Regulation.
- 11.9** The Sunshine City Club's Board Of Directors shall provide adequate resources (financial and human) for the implementation and administration of the Self Exclusion Program



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

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SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM STAFF FEEDBACK FORM

The Sunshine City Club's Board Of Directors is committed to the wellbeing of its members, visitors, staff and the local community that it serves. The Sunshine City Club's Board Of Directors strives to deliver all of its services in a responsible and sustainable manner. As part of this commitment, the Sunshine City Club's Board Of Directors has adopted and subscribed to the Clubs Victoria Incorporated's Responsible Gambling Self Exclusion Program – Sep 2 - 28 April 2009.

The Sunshine City Club's Board Of Directors is committed to the Self Exclusion Program – Sep 2 - 28 April 2009 being successfully implemented and that it remains effective.

The Sunshine City Club's Board Of Directors is interested in any feedback that you as a staff person may have regarding the implementation and effectiveness of the Self Exclusion Program – Sep 2 - 28 April 2009.

If you have any positive or negative comments regarding the Self Exclusion Program – Sep 2 - 28 April 2009, please complete this form and give it to the sunshine city club's nominated person on your shift (you may wish to remain anonymous — this is acceptable).

Name: _____
(Please Print)

Please Make Your Comments On The Operation And / Or Effectiveness Of The Self Exclusion Program (If You Need More Space, Please Attach A Separate Page) (Please Print):



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM STAFF FEEDBACK FORM

OFFICE USE ONLY

State Actions That The Sunshine City Club's Board Of Directors Shall Take (Please Print):

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Date Actions Are To Be Taken By: _____ / _____ / _____

Date Actions Are To Be Completed By: _____ / _____ / _____

Were The Actions Implemented And Effective: YES NO

Close Out Comments:

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Closed Out By: _____

(Please Print)

Signature: _____ **Position:** _____

Date Closed Out: _____ / _____ / _____



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM MEMBER / PATRON FEEDBACK FORM

The Sunshine City Club's Board Of Directors is committed to the wellbeing of its members, visitors, staff and the local community that it serves. The club strives to deliver all its services in a responsible and sustainable manner. As part of this commitment, the Sunshine City Club's Board Of Directors has adopted and subscribed to the Clubs Victoria Incorporated's Responsible Gambling Self Exclusion Program – Sep 2 - 28 April 2009.

The Sunshine City Club's Responsible Gambling Self Exclusion Program is available on request at the club's premises or from the club's website on www.sunshinecityclub.com.au or on the code website or www.clubsvic.org

The Sunshine City Club's Board Of Directors is interested in any feedback that you as a member may have regarding the implementation and effectiveness of the Responsible Gambling Self Exclusion Program – Sep 2 - 28 April 2009.

If you have any positive or negative comments regarding the Responsible Gambling Self Exclusion Program – Sep 2 - 28 April 2009, please complete this form and give it to the nominated person on your shift (you may wish to remain anonymous — this is acceptable).

Name: _____
(Please Print)

Please Make Your Comments On The Operation And / Or Effectiveness Of The Self Exclusion Program (If You Need More Space, Please Attach A Separate Page) (Please Print):



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM MEMBER / PATRON FEEDBACK FORM

OFFICE USE ONLY

State Actions That The Sunshine City Club's Board Of Directors Shall Take (Please Print):

Date Actions Are To Be Taken By: _____ / _____ / _____

Date Actions Are To Be Completed By: _____ / _____ / _____

Were The Actions Implemented And Effective: YES NO

Close Out Comments:

Closed Out By: _____
(Please Print)

Signature: _____ Position: _____

Date Closed Out: _____ / _____ / _____



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM COMPLAINT FORM

The following information is required for your complaint (please print all details) to be dealt with in accordance with the Sunshine City Club's Responsible Gambling Self Exclusion Program Process For Resolving Complaints.

Your Name: _____

Your Address: _____

Your Telephone Number: _____

Venue Complaint Is Being Made Against:

Venue Name: _____

Venue Address: _____

Venue Telephone Number: _____

Venue Facsimile Number: _____

Name Of Person In Charge: _____

Date Of The Event You Are Complaining About: _____ / _____ / _____

State Details Of Your Complaint:



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM

RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM COMPLAINT FORM

Have You Discussed The Complaint With Anyone From The Venue:

YES

NO

If Yes, Please State The Person's Name And / Or Title:

State What Their Response Was:

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I acknowledge that my complaint shall be dealt with in accordance with the conditions outlined in the Complaint Process Section of the Victorian Gaming Industry Responsible Gambling Self Exclusion Program and that I am bound by these conditions.

I do / do not (circle your preference) wish for my identity to be disclosed in the resolution of this complaint.

Signature: **Date:** / /



SUNSHINE CITY CLUB'S RESPONSIBLE GAMBLING SELF EXCLUSION PROGRAM



Victorian Commission
for Gambling Regulation

STATEMENT OF ADOPTION OF A GENERIC SELF EXCLUSION PROGRAM (Statement For Completion By Nominee Or Authorised Officer)

Note: This Statement must be completed only if the applicant / licence holder has adopted a generic Self Exclusion Program (SEP) approved by the Victorian Commission For Gambling Regulation.

Are you an existing venue operator licence holder?
(Indicate by placing a tick in the box)

YES

NO

Complete The Following:

Name Of Venue: The Sunshine City Club

Licence Number (If Known): V 9410009

Name Of SEP Administrator: Clubs Victoria Incorporated

VCGR SEP Number*: SEP 2 – 28 April 2009

Date SEP Adopted By Applicant / Licence Holder: 27 / 04 / 2009

Note: A **copy** of the minutes of the board / committee meeting which confirms adoption of a generic SEP must be attached.

Is a copy of the minutes attached?

YES

Signature of nominee / authorised officer: B J Warburton

Print name of nominee / authorised officer: Barry Warburton

Signature of witness: G Bryce

Print name of witness: George Bryce

* The Self Exclusion Program Number 2 can be found on the VCGR website.