



Victorian Commission for Gambling and Liquor Regulation

Gambling Guidelines

Industry review guidelines for Self-Exclusion Program

Process for self-excluding / provision of information to customers

Possible effectiveness measures

1. Are staff aware of the process to be followed should a customer approach them seeking information regarding self-exclusion? (If Yes, how have staff been made aware of this process? Has the venue established any in-house policies and procedures?)
2. Have venue customers have been made aware of the existence of the self-exclusion program and the steps they would need to take if they wish to voluntarily self-exclude? (If Yes, what policies or procedures have been adopted by the venue to ensure that the availability of the self-exclusion program is promoted to customers? Does the venue have any in-house policies or procedures to encourage and support patrons who seek self-exclusion, or to assist in motivating customers who might benefit from self-exclusion?)
3. Are self-excluded persons aware of the steps they would need to take if they wish to revoke a decision to self-exclude or vary the terms of their self-exclusion? (Has the venue sought any feedback from customers or self-excluded persons regarding their understanding of the operation of the self-exclusion program?)

Implementation support

1. What steps (if any) have been taken by the representative body to encourage or assist affiliated venue operators to make information about the operation of the self-exclusion program available to customers?

Opportunity for representative body feedback

- Have any difficulties been encountered with the implementation of this self-exclusion program requirement? If Yes, what steps were taken to mitigate these barriers?
- Does the representative body have any recommendations for further improvement regarding the operation of this aspect of their program? Is an amendment to the approved program proposed?
- Are there any other issues which the representative body wishes to raise regarding this aspect of their program or the Ministerial Guidelines?

Identification of a self-excluded person in the gaming machine area

Possible effectiveness measures

1. Are staff aware of the process to be followed should a suspected self-excluded person be identified in the gaming area? (If Yes, how are staff made aware of this process? Have any in-house procedures or policies been developed? Does the venue have any strategies aimed to assist staff to identify self-excluded persons?)
2. Can relevant staff identify methods that they would employ to discretely approach a suspected self-excluded person? (If Yes, were staff provided with any training regarding how they should approach a suspected self-excluded person? What did this training comprise? Who provided the training? Have any venue policies been developed as a result of the training and, if so, how are these policies reviewed? How was the training evaluated?)

Implementation support

1. What steps (if any) have been taken by the representative body to encourage or assist venues to establish processes to identify and engage with self-excluded persons?

Opportunity for representative body feedback

- Have any difficulties been encountered with the implementation of this program requirement? If Yes, what steps were taken to mitigate these barriers?
- Does the representative body have any recommendations for further improvement regarding the operation of this aspect of their program? Is an amendment to the approved program proposed?
- Are there any other issues which the representative body wishes to raise regarding this aspect of their program or the Ministerial Guidelines?

Staff training

Possible effectiveness measures

1. Have venue staff have been provided with relevant training in regards to the requirements of their venues self-exclusion program? (If Yes, what did this training comprise? Who provided the training? Have any venue policies been developed as a result of the training and, if so, how are these policies reviewed? How was the training evaluated?)

Implementation support

1. What steps (if any) have been taken by the representative body to encourage or assist venues to provide relevant training to staff with respect to self-exclusion program requirements?

Opportunity for representative body feedback

- Have any difficulties been encountered with the implementation of this self-exclusion program requirement? If Yes, what steps were taken to mitigate these barriers?
- Does the representative body have any recommendations for further improvement regarding the operation of this aspect of their program? Is an amendment to the approved program proposed?
- Are there any other issues which the representative body wishes to raise regarding this aspect of their program or the Ministerial Guidelines?

Availability of support services

Possible effectiveness measures

1. Have problem gambling support agencies been provided with an opportunity to give feedback on the operation of the program? (If Yes, have any operational changes been implemented or proposed as a consequence of the program administrator's engagement with problem gambling support agencies?)
2. Have agreed protocols and procedures been developed in conjunction with problem gambling support services providers to facilitate the referral of customers. (If Yes, can Gambler's Help services confirm the existence of these protocols and procedures?)

Opportunity for representative body feedback

- Have any difficulties been encountered with the implementation of this program requirement? If Yes, what steps were taken to mitigate these barriers?
- Does the representative body have any recommendations for further improvement regarding the operation of this aspect of their self-exclusion program? Is an amendment to the approved program proposed?
- Are there any other issues which the representative body wishes to raise regarding this aspect of their program or the Ministerial Guidelines?

Data management

Possible effectiveness measures

1. Have necessary records been maintained relating to the operation of the self-exclusion program (If Yes, who is responsible for maintaining these records? What policies and procedures have been developed by venues to ensure that the privacy of self-excluded persons is respected?)
2. Has data been collected, retained and provided to the VCGLR as per approved self-exclusion program requirements?
3. Are venue staff familiar with program requirements such as the completion of feedback forms and the process for updating the venue incident register with respect to any detected breaches? (If Yes, how do venue staff become conversant with these requirements?)

Implementation support

1. What steps have been taken by the representative body to encourage or assist venues to maintain adequate records regarding the operation of the self-exclusion program?

Opportunity for representative body feedback

- Have any difficulties been encountered with the implementation of this program requirement? If Yes, what steps were taken to mitigate these barriers?
- Does the representative body have any recommendations for further improvement regarding the operation of this aspect of their program? Is an amendment to the approved program proposed?
- Are there any other issues which the representative body wishes to raise regarding this aspect of their program or the Ministerial Guidelines?

Complaints process

Possible effectiveness measures

1. Are venue staff aware of the procedures to follow should a complaint be received regarding the operation of their self-exclusion program (If Yes, how are staff made aware of the procedures that should be followed if a complaint is received?)
2. Are venue customers aware of the existence of the complaints process? (If Yes, how are they made aware? Has the venue adopted any measures to promote awareness of the complaints process?)

Implementation support

1. What steps have been taken by the representative body to assist affiliated venues to respond to customer complaints?

Opportunity for representative body feedback

- Have any difficulties been encountered with the implementation of this self-exclusion program requirement? If Yes, what steps were taken to mitigate these barriers?
- Does the representative body have any recommendations for further improvement regarding the operation of this aspect of their program? Is an amendment to the approved program proposed?
- Are there any other issues which the representative body wishes to raise regarding this aspect of their program or the Ministerial Guidelines?

The purpose of this update is to provide general information and guidance only. The information provided is not in substitution of the *Gambling Regulation Act 2003*, the Monitoring Licence and Related Agreements issued under that Act, the Entitlement Related Agreements for Venues, the Venue Services Agreement or any other regulatory requirements. Venue Operators should seek appropriate professional advice as to their obligations.