

## INTRODUCTION

Gambling is an exciting and popular form of entertainment which attracts around 80 per cent of Australians every year. The overwhelming majority of people bet for fun and bet sensibly. They see gambling as an enjoyable recreational activity. But, like anything else, gambling carries a risk when it is abused.

For some people gambling is no longer a form of entertainment, it becomes something they have to do as opposed to something they want to do.

The Star recognises that some customers experience gambling problems and are unable to control their spending. The Star has a comprehensive problem gambling program in place to provide help to those who need it. The BetCare program was created for The Star and has been designed to help you gain control over your gambling behaviour. The program provides free specialist, confidential counselling service for people with gambling problems and their families.

### The contact details for BetCare are:

#### SYDNEY

Address Level 13, 77 King St, Sydney  
(corner King & George St)

Phone Free call 1300 135 600

#### PARRAMATTA

Address 67 O'Connell Street, Parramatta

Phone Free call 1300 135 600

# THE STAR SELF EXCLUSION PROGRAM

Think! About your choices.  
Call Gambling Help 1800 858 858  
[www.gamblinghelp.nsw.gov.au](http://www.gamblinghelp.nsw.gov.au)  
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## OVERVIEW OF THE GAMBLING HELP LINE

The Gambling Help Line runs a phone service that is available 24 hours a day, seven days a week. It is staffed by people who really understand how difficult it can be to try to get your gambling under control. They're not there to judge you or tell you that what you're doing is wrong. They're there to listen and, when you're ready, they're there to provide helpful, practical tips and information. Contact the Gambling Help Line on 1800 858 858.

The service is:

- Completely confidential. You won't have to give your name if you don't want to and the call won't even show up on your landline bill (though it will appear on mobile phone accounts).
- Free of charge for landlines and available as many times as you want to use it.

### What is the self exclusion program?

The Self Exclusion Program is designed for customers who think that they may have a gambling problem to ask the casino operator or the Casino, Liquor and Gaming Control Authority to exclude them from the casino. Quite simply, this means a customer can ask to be banned from returning to the casino for a minimum period of 12 months.

The Star encourages any customer who believes that they have a gambling problem to consider taking out a self-exclusion order. It is a simple and confidential way for people who cannot control their gambling to avoid further problems.

Once a customer has been excluded, they are prohibited from entering the gaming areas of the casino. This means that they are also not permitted into bars or restaurants that are inside the gaming area of the casino.

### How to self-exclude yourself

Customers wishing to self-exclude themselves from the casino can either:

- approach a Casino Host at a Host desk on the Main Gaming Floor or in the Sovereign Room or the Gold Suite
- approach a security officer at any entrance to the gaming areas
- contact the Responsible Gambling Manager on 9657 7645 (during office hours)
- contact the Casino, Liquor and Gaming Control Authority on 9777 9690.

It is essential you are able to produce photo identification, such as your current driver's licence or current passport.

Our security staff will accompany you to an interview room where you will be photographed for our records. These photographs are signed by you and witnessed by our security staff. The photo is to assist our staff in identifying you. You will be asked to sign a form that acknowledges that you are prohibited from returning to The Star. You will also be provided with an information package containing contact details for gambling counselling services available in NSW, including BetCare counselling services. You will also be provided with the contact details of the Responsible Gambling Manager for the Echo Entertainment Group (EEG) Casinos in Queensland if you wish to self exclude from the EEG Queensland casinos.

Applicants will be issued with a copy of the exclusion order, and the process for having the order lifted.

### How long is the self-exclusion?

**It is The Star's policy that all self-exclusion orders remain in place for a minimum period of 12 months.**

This is to ensure there is an adequate 'cooling off' period when customers are encouraged to seek counselling and/or get their financial affairs in order.

If you would like your exclusion order lifted after this minimum 12 month period, you must apply in writing to The Star. You will also be required to attend a counselling session with a recognised problem gambling counsellor, and submit an assessment from the counsellor.

The exclusion order also advises that The Star

employees have the authority to remove you from the casino complex while the exclusion order is in force.

The Star recommends that customers who ban themselves seek professional advice before seeking to have their order lifted. Customers are reminded that they cannot re-enter the casino until they have been informed in writing that their exclusion order has been lifted.

### What are my responsibilities while I am self-excluded?

While The Star is committed to helping all self-excluded customers, The Star cannot guarantee that its employees will always be able to identify persons who have self-excluded. Your commitment to the program is essential. You must accept that you are not permitted to enter the gaming areas of The Star whilst the order is in force. You are also encouraged to seek the support and assistance of problem gambling counsellors.

### Self-exclusion is confidential

Customers can be assured that details of self-exclusion orders will remain confidential at all times.

Customers who ban themselves a second time are highly unlikely to have their exclusion order lifted. The Star believes that these customers, who are continuing to experience difficulties with their gambling, should pursue other recreational activities.

### Approaching the Casino, Liquor and Gaming Control Authority

As previously mentioned, you may apply to the Casino, Liquor and Gaming Control Authority (CLGCA) to be excluded from The Star. You can contact the CLGCA at The Star by telephone on 9777 9690 or you can attend the Government Inspectors' Office on the Mezzanine Level of the The Star complex. You can also contact the CLGCA at their head office by telephone on 9995 0599 or you can attend the office during business hours located at Level 7, 323 Castlereagh Street, Sydney, NSW 2000.

If you think you may have a gambling problem, the Casino, Liquor and Gaming Control Authority encourages you to contact a Gambling Help Line counsellor on 1800 858 858 for assistance.