



# RESPONSIBLE GAMBLING

*Making an informed decision*





*Responsible gambling is the provision of safe, socially responsible and supportive gambling environments where the potential for harm associated with gambling is minimised and people can make informed decisions about their participation in gambling.*

## OUR COMMITMENT

The Star Entertainment Group Casinos are making available information to help our guests in making informed decisions about their gambling choices.

We are committed to minimising the potential harm to the community from problem gambling. Our approach to Responsible Gambling forms an integral part of this commitment.

The Star Gold Coast and Treasury Brisbane Casinos operate in the spirit of the Queensland Responsible Gambling Code of Practice.

The Star Sydney operates in the spirit of The Star Responsible Gambling Code.

All staff undertake a professional training program with bi-annual refreshers to maintain understanding of and commitment to our approach to Responsible Gambling.

## PROBLEM GAMBLING

For most people, gambling is an enjoyable leisure and entertainment activity. Casinos are perceived by many as good value and a fun experience, providing a diverse range of leisure and entertainment options, including gambling.

For a small percentage of people, gambling can become a problem. Possible problem gambling risk indicators may include a cluster of three or more of the following observed or reported signs:

- ◆ Gambling every day of the week.
- ◆ Gambling continuously without taking a break for extended periods of time.
- ◆ Getting cash out from an ATM at the Casino on multiple occasions.
- ◆ Trying to borrow, 'scam' money or sell valuables to others for gambling.
- ◆ Putting large win amounts back into the machine and continuing to play.
- ◆ Friends or relatives call or arrive to ask if the person is still at the Casino.
- ◆ Blaming the Casino, the staff or gaming machines because they lost.
- ◆ Having an unrealistic perception about the chance/ odds of winning.
- ◆ Suffering from depression and/or having thoughts of suicide due to gambling behaviour.
- ◆ Displaying anger, kicking machines, looking sad and/or crying.
- ◆ Trying obsessively to win on a particular machine.
- ◆ Spending too much time and/or money gambling.

Problem gambling is characterised by difficulties in limiting money and/or time spent on gambling. This can lead to adverse consequences for the gambler, others, or for the community.

## GETTING HELP

The Casinos promote a responsible approach to gambling and offer gambling for your enjoyment. Only you can decide how much time and money you want to spend on gambling at a casino. If you think you may have a problem controlling your gambling behaviour, please,

### NSW

**GambleAware**

**[Gambleaware.nsw.gov.au](http://Gambleaware.nsw.gov.au)**

**Call 1800 858 858**

### QLD

**Gambling Help**

**[Gamblinghelpqld.org.au](http://Gamblinghelpqld.org.au)**

**Call 1800 858 858**

Gambling Help services are independently run and offer free, confidential support for individuals who are adversely affected by either their own or somebody else's gambling behaviour (available 24 hours).

## EXCLUSIONS

The Star Entertainment Group provides guests the option to exclude (ban) themselves from our Casinos. We provide an environment that ensures guests who are considering this option are dealt with sensitively, confidentially and in a timely manner.

There are two types of exclusions available for individuals who may be experiencing difficulties with their gambling behaviour:

- ◆ **Self exclusion (Self-Ban)** is when a person approaches one of our Casinos and asks to be excluded. Information will be provided upon request and the exclusion will be processed as soon as practicable – generally immediately.
- ◆ **Venue initiated exclusion** is when one of our Casinos bans a person from the gambling facilities at our Casinos. This may occur when the Casino believes, on reasonable grounds, that the person is displaying signs of problem gambling behaviour.

### **What happens once the exclusion order is processed?**

Exclusions will take effect immediately and remain in force for a prescribed period. A request to revoke an exclusion may only be submitted after a minimum period of one year has passed from the commencement of the exclusion.

Further information is available from each Casino's Responsible Gambling Department.

Excluded persons are prohibited from entering or remaining in the licensed gambling area, including participation in Keno gaming and approved wagering at those Casinos.

Consequences of breaching an exclusion may include prosecution in a court of law and potential penalties, including fines.

Once a person is excluded, any membership of the loyalty program is suspended with associated benefits no longer available to the excluded person. The excluded person is removed from all mailing lists used for marketing purposes by those Casinos.

### **ODDS OF WINNING**

Gambling should not be seen as a means of financial betterment. Over time, the odds of winning will favour the Casinos. To assist guests in making informed decisions regarding their gambling choices, we provide information on how to play all games in our Casinos.

Ask for a copy of our 'How to Play' brochures. The odds of winning are incorporated in all of our Gaming Guides and are available on our websites.

### **CUSTOMER COMPLAINTS RESOLUTION**

The Star Entertainment Group Casinos have in place a complaints resolution process for gambling and responsible gambling related matters. All complaints are referred through this process for resolution by the appropriate level of management. If a complaint cannot be resolved by this process, guests have the opportunity to refer their complaint to the Queensland Office of Liquor and Gaming Regulation (OLGR) or to Liquor & Gaming NSW.

### **MINORS ARE PROHIBITED**

It is an offence by law for any person under the age of eighteen (18) years to participate in gambling activities. The Star Entertainment Group Casinos prohibit persons under the age of 18 years from entering and remaining in any licensed gambling area. The Star Entertainment Group Casinos also prohibit persons from leaving their children unattended in any area. Persons found doing so may be excluded from the Casinos and reported to the appropriate Government Authority.

## RESPONSIBLE SERVICE OF ALCOHOL

Non-alcoholic beverages, including tea and coffee, are available for guests. Persons who are intoxicated are not permitted to continue to gamble.

Our Casinos reinforce with employees the importance of the responsible service of alcohol. Training regarding individual and company responsibilities in relation to gambling and the service of alcohol is provided to relevant staff members.

## TIME SPENT GAMBLING

Intensive, repetitive and extended gambling play is not encouraged. We have taken measures to keep guests aware of the passage of time whilst they are gambling. Most of our gaming machines show the time of day and clocks are displayed in gambling areas.

The Star Assist program offers our guests the option of setting limits through the use of their loyalty card on selected electronic gaming machines. For further information or assistance guests may approach our staff.

## PRIVACY

The Star Entertainment Group complies with the Australian Privacy Principles in the Privacy Act. For further information or to lodge a privacy request please see The Star Entertainment Group's Privacy Policy at:

**[www.starentertainmentgroup.com.au/privacy-policy](http://www.starentertainmentgroup.com.au/privacy-policy)**

## FINANCIAL TRANSACTIONS

The Star Entertainment Group Casinos have financial policies and procedures in place to assist guests in maintaining responsible gambling practices. These include:

- ◆ Automatic Teller Machines (ATMs) are not located within designated gambling areas.
- ◆ The lending of money or credit betting is prohibited.
- ◆ The cashing of cheques is not permitted other than by prior arrangement.
- ◆ All winnings will be paid in accordance with applicable regulations, industry codes or policies.

## ADVERTISING AND PROMOTIONS

The Star Entertainment Group Casinos adhere to the Queensland Responsible Gambling Code of Practice or The Star Responsible Gambling Code, whichever is applicable. These cover communication activities including (but not limited to) advertising in the media (including internet and all electronic and social media), sponsorship, point of sale materials (e.g. leaflets), internal and external signage/displays, subscriber products (e.g. Sky Channel, Pay TV, etc.) and other materials designed for public communication. Our Codes are used in conjunction with all regulatory requirements for the conduct of gambling in each jurisdiction.

## GUEST SUPPORT ADVOCATE

A trained Guest Support Advocate from each of our Casinos can provide appropriate information and assist guests with gambling-related problems or to access referrals to local gambling support services.

For further information or to discuss the option of self exclusion, guests may call and ask to speak with the Responsible Gambling Department or the Gaming Manager on duty at:

**The Star Gold Coast      07 5592 8658**

**The Star Sydney            02 9777 9000**

**Treasury Brisbane        07 3306 8888**

THE  STAR  
SYDNEY

TREASURY  
BRISBANE

THE  STAR  
GOLD COAST

Help is close at hand. GambleAware [gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au) Gambling Helpline  
[gamblinghelpqld.org.au](http://gamblinghelpqld.org.au) 1800 858 858. BET WITH YOUR HEAD, NOT OVER IT. CORP03431