



SELF EXCLUSION PROGRAM





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 guests 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 guests regain control over their gambling behaviour. The program provides free specialist, confidential, counselling service for people with gambling problems and their families.

OVERVIEW OF THE GAMBLING HELP LINE AND GAMBLE AWARE

The Gambling Helpline and GambleAware run a telephone 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 issues under control. They are not there to judge you or tell you that what you are doing is wrong. They are there to listen and, when you're ready, they are there to provide helpful, practical tips and information. You can contact the **Gambling Helpline and GambleAware 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 this 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 guests who think that they may have a gambling problem or to ask the Casino operator to exclude them from the Casino. Quite simply, this means a guest can ask to be banned from returning to the Casino for a minimum period of 12 months.

The Star encourages any guest who believes that they may 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 guest has been excluded, they are prohibited from entering any 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

Guests wishing to self exclude themselves from the Casino can:

- ◆ Contact a gambling counsellor to arrange an exclusion without attending The Star.
- ◆ Approach a Host at a Host desk on the main gaming floor or in a premium room.

- ◆ Approach a Security Officer at any entrance to the gaming areas, or any staff member.
- ◆ In Sydney, contact the Patron Liaison Manager on **02 9657 7645** (during office hours).
- ◆ In Brisbane, contact the Patron Liaison Manager on **07 3306 8888** (during office hours) or email Guest Support Brisbane **Guestsupport.bne@star.com.au**
- ◆ In the Gold Coast, contact the Patron Liaison Manager on **07 5592 8658** (during office hours) or Guest Support Gold Coast **Guestsupport.gc@star.com.au**

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

Our security staff will accompany you to our Guest Support Centre where we will work through the process with you. We will need to take a photograph so we can help you if you do stay away from the Casino. These photographs are signed by you and witnessed by our security staff. The photograph is to assist our staff in identifying you should you return to the Casino. You will be asked to sign a form that acknowledges that you are prohibited from returning to the Casino. You will also be provided with an information package containing contact details for the gambling counselling services available in NSW or QLD, including BetCare counselling services. We will also help you to exclude from our other casinos if you wish to.

You will be issued with a copy of the exclusion order, and the process for having the order lifted. It should be noted these are legally binding documents.

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 to enable guests to seek counselling and/or to 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. You will also be required to supply a letter of support from a significant other person.

The exclusion order or legislation also provides The Star employees with the authority to remove you from the Casino complex while the exclusion order is in force.

The Star recommends that guests who self exclude themselves from the Casino seek professional advice before seeking to have their order lifted. Guests 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?

The Star is committed to helping all self excluded guests. However, 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

The information provided by you, together with your photograph, is maintained for the purpose of enforcing your exclusion from The Star Casinos. Information about your exclusion may be shared between The Star Entertainment Group Casinos and may also be required to be disclosed to the Office of Liquor & Gaming Regulation. The Star Entertainment Group complies with the Australian Privacy Principles (APPs) in the Privacy Act 1988. For further information or to lodge a privacy request please see The Star Entertainment Group's Privacy Policy at <http://www.starentertainmentgroup.com.au/privacy-policy>

It should be noted that customers who self exclude themselves a second time are highly unlikely to have their exclusion order revoked. The Star believes that these customers, who are continuing to experience difficulties with their gambling, should pursue other recreational activities.

If you think you may have a gambling problem, The Star encourages you to contact a **Gambling Help Line** or **GambleAware counsellor on 1800 858 858** for assistance.

THE  STAR
SYDNEY

Help is close at hand. GambleAware gambleaware.nsw.gov.au Gambling Helpline
gamblinghelpqld.org.au 1800 858 858. BET WITH YOUR HEAD, NOT OVER IT. CORP03431