



Responsible Gaming and Self Exclusion Register

A Responsible Gambling and Self Exclusion Incident Register is required to be located **in the gaming room** (preferably at the cashier's station). The register must include details of:

- Venue contacts with Gambler's Help services;
- Customer Care incidents that may have been problem-gambling related, including customer breaches of the Self-exclusion program;
- Instances where a customer requires monitoring for suspicious behaviour or activity;
- Instances of strong customer care/responsible gambling practices by venue staff;
- Customer Care/Responsible Gambling professional development sessions for staff; and
- Customer and staff complaints against the operation of the Code at the venue



Responsible Gaming Register

Venue Name:

Compliance Officer:

Date	Time	Employee	Customer Name (if known)	Description of the Responsible Gambling Matter	Any Supporting material provided (Note: document name)	Actions/ Comments of follow up required	Compliance Officer Review
<i>Examples</i> 01/12/19	10.15am	Julie Smith	George Phillips	Customer displayed aggressive behaviour towards the gaming machine	Gamblers Help brochure and Self Exclusion information provided	Asked the customer to move to the lounge area to have a coffee and then the customer left the venue	Jack Jones spoke to George Phillips about the incident and provided
31/12/19	01.00am	Sam Bell	Richard Walters	Intoxicated playing a machine	Not needed. But explained that Intoxicated persons are not to be playing the gaming machines	Sam asked the customer to collect credits from the machine and asked them to move to the lounge area outside of the gaming room. Offered water and a taxi to take Sam home.	Jack investigated the situation and believes the staff executed the procedures in a professional manner.
5/01/20	16.30pm	Liz Francis	Robert Smith	Customer approached the duty manager explaining they have a problem	Robert was provided information for Self-Exclusion	Asked the customer to move to the lounge area to have a coffee and Liz provided the brochures and contact details for Self-exclusion	Jack reviewed the situation and reported the breach to Self-Exclusion. This is the second time this customer has breached.
7/01/20	18.00pm	Arthur Regan	Unknown	A 3-year-old child walked into the venue	Not needed to be provided. Explained to the parents that persons over the age of 18 are allowed in the gaming room only	Arthur politely removed the child from the gaming area.	Jack did decide to take surveillance footage in case of further investigation may be required.
16/01/20	14.00pm	Julie Smith	Mavis Kelly	Self-Excluded customer entered the gaming room.	Provided Mavis with Self Exclusion brochure and explained the procedure for Self-Excluded customers	Julie asked the customer whether they were on the Self Exclusion program. Mavis said Yes and Julie asked her to leave the venue.	Jack did decide to take surveillance footage in case of further investigation may be required.



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SELF-EXCLUSION PROGRAM INCIDENT REGISTER

Purpose:

To record any breaches of the venue's Self-exclusion program, including detection of self-excluded customers entering and/or remaining in the gaming room and/or playing gaming machines.

Date	Time	Details of event/incident	Details of action taken/information provided	Name of self-excluded customer	Name/s of staff member involved	Outcome of action taken)	Date/time breach reported to S/E program administrator