



THE STAR

The Star Entertainment Group

RESPONSIBLE GAMBLING POLICY

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CONTENTS

OVERVIEW	3
1. PURPOSE	3
2. SCOPE	3
3. BACKGROUND.....	3
4. POLICY STATEMENT	3
4.1. The Codes are designed to achieve the following outcomes:	4
4.2. The Star Entertainment Group casinos are committed to achieving the outcomes of the Codes. In line with this commitment we endeavour to:	4
5. DEFINITIONS	5
6. STAFF ACTION AND RESPONSIBILITIES.....	5
6.1 All Team Members	5
6.2. Management Responsibilities	6
6.3. Responsible Gambling Team Responsibilities.....	6
7. GENERAL INFORMATION	7
7.1 Other Related Policies and Documents	7
7.2. Relevant Legislation.....	7
What written information is available for customers and where is it located?	7
Where can customers get assistance for problem gambling?.....	7
What should I do if I believe an intoxicated customer is gambling?	7
What should I do if a customer has a gambling-related complaint?	8
How can I recognise extended and intensive play and what should I do about it?	8
What should I do if I see a child left unattended in any area of the property?	8
What should I do if a customer asks about being excluded?	8
How do I enrol on a Responsible Gambling training course?	8

OVERVIEW

1. PURPOSE

1.1. The Star Entertainment Group Limited provides a variety of engaging gambling and entertainment experiences, maximising our guest's enjoyment of our products, games and facilities. The Star Entertainment Group seeks to provide best practice responsible gambling environments that minimise harm to individuals and to the broader community.

1.2. The Star Entertainment Group meet both the requirements of and the spirit of The Star and Queensland Responsible Gambling Codes and ensure our Responsible Gambling Policy document, including policies for addressing problem gambling issues relevant to the local community, is available upon request.

1.3. This policy applies to all employees of The Star Entertainment Group, its subsidiaries and associated companies, including: Directors; Permanent full-time and part-time employees; Employees on fixed term or fixed task contracts; Casual employees; and all individual contractors and employees of incorporated contractors engaged by The Star Entertainment Group (together referred to in this policy as '*employees*').

2. SCOPE

This policy is to provide consistent guidance in support of our Responsible Gambling Codes of Practice across our three casino properties.

3. BACKGROUND

This policy replaces all previous Responsible Gambling Policies and is to be read in conjunction with the **Codes**.

4. POLICY STATEMENT

Most customers enjoy gambling as a part of their leisure and entertainment experience. The implementation of the Codes enables management and team members to meet the needs of all our customers with a particular focus on those customers who are adversely affected by either their own or a significant other's gambling behaviour.

The following initiatives are designed to assist in the implementation, maintenance and continuous improvement of Responsible Gambling practices.

- a) A person/s is nominated to perform the responsible gambling liaison role at each casino during approved opening gaming hours.
- b) The Responsible Gambling team is accountable for the maintenance and continuous improvement of
- c) Responsible Gambling practices.
- d) All new team members are introduced to Responsible Gambling practices in General Orientation and are expected to understand their role and responsibilities.

- e) All team members are expected to complete a bi-annual Responsible Gambling refresher training session.
- f) Brochures are available on Responsible Gambling practices and where to get help.
- g) How to Play Gaming Guides provide the Odds of Winning.
- h) Minors and intoxicated customers are prohibited from gambling.
- i) The Responsible Gambling Team may offer assistance to customers adversely affected by gambling.
- j) Customers may self-exclude from the gaming floor.

4.1. The Codes are designed to achieve the following outcomes:

- individuals, communities, the gambling industry and the Government have a shared
- understanding of responsible gambling practices;
- an understanding of their rights and responsibilities in relation to responsible gambling practices;
- our casinos provides safe and supportive environments for the delivery of gambling products and services;
- customers make informed decisions about their gambling practices;
- harm from gambling to individuals and the broader community is minimised;
- people adversely affected by gambling have access to timely and
- appropriate information and assistance;
- our casinos apply principles of responsible gambling to all new and emerging technologies.

4.2. The Star Entertainment Group casinos are committed to achieving the outcomes of the Codes. In line with this commitment we endeavour to:

- provide accurate, meaningful and readily accessible information to enable customers to make
- informed decisions when considering their level of gambling activities
- work with external support agencies in providing assistance and information for customers adversely affected by gambling
- provide sensitive and confidential support to customers who wish to exclude themselves from our casino/s
- ensure self-excluded customers do not receive promotional material
- assist self-excluded customers to self-exclude from other gambling venues
- provide a pleasant, safe and comfortable gambling environment
- ensure children are not left unattended at any of our casinos
- encourage customers to be aware of the passing of time
- encourage customers to take breaks in play
- prevent intoxicated customers from gambling
- cashing of cheques is not permitted other than by prior arrangement

- winnings will be paid in accordance with applicable regulations, industry codes or policies
- prohibit credit betting
- ensure gaming advertising and promotions comply with applicable regulations, industry codes or policies

5. DEFINITIONS

Act – means an Act passed by a Parliament, either State or Federal.

The Codes – means The Star Code and the Queensland Responsible Gambling Code of Practice.

Problem Gambling – Problem gambling is characterised by difficulties in limiting money and/or time spent on gambling which leads to adverse consequences for the gambler, others, or for the community.

Responsible Gambling – 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. It occurs as a result of the collective actions and shared ownership of individuals, communities, the gambling industry and government.

Responsible Gambling Team – includes the Group Executive and General Managers as well as the Patron Liaison Manager and RGLOs at each property.

RGLO – Responsible Gambling Liaison Officer.

6. STAFF ACTION AND RESPONSIBILITIES

6.1 All Team Members

It is the shared responsibility of all team members to demonstrate an awareness of Responsible Gambling practices and to know where to access further information. Team members are to:

1. demonstrate an awareness of Responsible Gambling practices (Respond with Respect & Refer)
2. attend Responsible Gambling training
3. be able to direct customers to relevant information and assistance
4. respond immediately to customers requesting self-exclusion
5. report any intoxicated customers attempting to gamble
6. recognise and report suspected extended and intensive play
7. report any unattended children
8. refuse to serve someone believed to be a minor
9. understand the complaint resolution procedure
10. know where to get further information

Team members are directly involved in providing service for gambling activities;

- attend Responsible Gambling training
- are able to direct customers to relevant information and assistance
- understand the availability of self-exclusion
- report intoxicated customers attempting to gamble
- recognise and report suspected extended and intensive play
- report any unattended children
- refuse to serve someone believed to be a minor
- understand the complaint resolution procedure
- know where to get further information

6.2. Management Responsibilities

Members of management are responsible for:

- enrolling team members into training
- providing support and coaching
- refusing gambling services to intoxicated customers
- ensuring customers requesting self-exclusion are referred to the Gaming Manager on duty or Safety & Security immediately

6.3. Responsible Gambling Team Responsibilities

The Responsible Gambling Team assists in the implementation, maintenance and continual improvement of

Responsible Gambling practices. Their role involves:

- providing Responsible Gambling education
- providing appropriate information to assist customers with gambling related problems
- providing support to team members in assisting customers
- providing support to team members with gambling related problems
- establishing effective links with local gambling related support services
- taking action in response to reported incidents in the Responsible Gambling Incident Register
- supporting management and internal committees as appropriate
- approving Responsible Gambling procedures
- influencing external Responsible Gambling strategies

The Patron Liaison Manager at each casino is responsible for communicating with the relevant managers at the entity and communicating the responses to the group.

7. GENERAL INFORMATION

7.1 Other Related Policies and Documents

- The Star Responsible Gambling Code
- Queensland Responsible Gambling Code of Practice
- Queensland Responsible Gambling Resource Manual
- The Star Entertainment Group Identifying problem gamblers in the casino – possible problem gambling risk indicators
- The Star Entertainment Group Making an Informed Decision Brochure
- The Star Entertainment Group where to get help cards

7.2. Relevant Legislation

- Casino Control Act 1982 (QLD)
- Casino Control Regulation 1999 (QLD)
- Casino Control Act 1992 (NSW)
- Casino Control Regulation 2009 (NSW)
- Wagering Act 1998 (QLD)
- Keno Act 1996 (QLD).

What written information is available for customers and where is it located?

Several brochures are available informing customers about the potential risks of gambling, the odds of winning major prizes, the responsible gambling commitment statement and where to get assistance for problem gambling. Brochures are located near the casino entrance, cash out facilities, in toilets (front and back of house), in hotel rooms and at customer services desks.

Further written information is available upon request and includes self-exclusion particulars, complaint resolution details, key elements of financial transaction policies and the Responsible Gambling policy. Customers can access this information by asking the Responsible Gambling Team.

Where can customers get assistance for problem gambling?

The Star Entertainment Group casinos work with a number of external support services: organisations operated by professional counsellors who are trained to help those people adversely affected by gambling. The Gambling Helpline number (1800 858 858) can be found in the Responsible Gambling Brochure and takeaway cards. Customers may also be referred to the Responsible Gambling Team.

What should I do if I believe an intoxicated customer is gambling?

All our food and beverage and senior gaming team members are trained in responsible service of alcohol procedures which prevents the service of alcohol to intoxicated customers. However, if this situation does occur you should report it to your supervisor or manager.

What should I do if I believe a minor (under 18 years) is on the gaming floor?

Safety and Security Officers are responsible for checking the identification of any suspected underage person wishing to enter the gaming floor. If you believe a minor has entered the

gaming floor, the matter should be reported to your supervisor or manager, or a Safety and Security Officer immediately and the minor is to be asked to leave the gaming floor. It is everybody's responsibility to be on the lookout for minors on the gaming floor.

What should I do if a customer has a gambling-related complaint?

If the complaint is minor you should handle it according to your departmental procedures. Pass any significant complaint onto your immediate supervisor or manager.

How can I recognise extended and intensive play and what should I do about it?

Determining extended and intensive play is a very sensitive situation and cannot necessarily be judged by the customers' length of play. Extended and intensive play is defined as play that may cause the customer distress or potential harm. Signs to look out for are included in the *The Star Entertainment Group Identifying problem gamblers in the casino – possible problem gambling risk indicators*

You should report anyone showing these signs to your supervisor or manager. Customers should be approached by an RGLO in the first instance as they have received specialised training in handling these situations. The Responsible Gambling Team may also be available to offer assistance.

What should I do if I see a child left unattended in any area of the property?

If you suspect a child has been left unattended, you must report it to a Safety and Security Officer or your supervisor or manager immediately. Remain with the child until assistance arrives.

What should I do if a customer asks about being excluded?

If a customer asks you about self-exclusion you should ask your supervisor or manager to immediately contact the Gaming Manager on duty, Safety & Security or the Responsible Gambling Team.

How do I enrol on a Responsible Gambling training course?

Responsible Gambling training is mandatory for all team members and your supervisor or manager is required to enrol you on a Responsible Gambling training program, usually pre-employment or during Orientation. To ensure your knowledge and skills remain current you will be enrolled into Responsible Gambling refresher training on a regular basis.

For further information, contact a member of the Responsible Gambling Team or Safety & Security.