



Gambling is an exciting and popular form of entertainment which attracts around 80 percent 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 many activities, 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 find it difficult to gamble safely and are unable to control their spending. The Star has a comprehensive 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 take control over their gambling behaviour. The program provides free specialist, confidential, counselling service for them and their families.

The contact details for BetCare are:

Level 3, 388 George St Sydney NSW 2000

Free call **1300 135 600**



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



SELF EXCLUSION PROGRAM



OVERVIEW OF THE GAMBLING HELP LINE AND GAMBLE AWARE

The Gambling HelpLine and GambleAware runs 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 gambling 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 are ready, 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 an unhealthy relationship with gambling 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 be experiencing gambling harm to consider taking out a self-exclusion order. It is a simple and confidential way for people who cannot control their gambling.

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 from the Casino can:

- ◆ Contact a gambling counsellor to arrange an exclusion without attending The Star.
- ◆ Approach a Casino Host at a Service Desk on the Main Gaming Floor or in the Sovereign, Oasis or Vantage Gaming Rooms.

- ◆ 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) or email Guest Support Sydney **Guestsupport.syd@star.com.au**
- ◆ 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 Gold Coast, contact the Patron Liaison Manager on **07 5592 8658** (during office hours) or email Guest Support Gold Coast **Guestsupport.gc@star.com.au**
- ◆ A self-exclusion form can also be submitted through the below link.
www.starentertainmentgroup.com.au/self-exclusion-form/

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

Our 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 avoid attending the Casino. These photographs are signed by you and witnessed by our security staff.

The photograph assists 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, including BetCare counselling services.

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. Note that exclusion in one casino or state applies to all Star Entertainment Group properties.

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 be required to attend a counselling session with a recognised problem gambling counsellor and submit an assessment from the counsellor. You must also supply a letter of support from a significant other. 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 from the Casino seek professional advice before asking 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 you. 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

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

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

If you think you are no longer gambling safely, The Star encourages you to contact a Gambling Help Line or GambleAware counsellor on 1800 858 858 for assistance.