

## ATTACHMENT 1

**A. SIGNAGE AVAILABLE AT CROWN MELBOURNE** – the table below outlines the type of signage on display in Crown:

Government mandated	Crown voluntary
Signs attached to electronic gaming machines (EGM) (A5 sized) displaying 4 separate messages, one per each EGM.	Responsible Gaming logo, message, Gambler's Help and Responsible Gaming Liaison Officer telephone number on all gaming product.
Posters (42cm (w) x 59cm (h)) displaying 4 separate messages, one per 15 machines or part thereof.	Responsible Gaming logo, message, Gambler's Help and Responsible Gaming Liaison Officer telephone number near all ATM.
Brochures 'Playing the Pokies: Know the Facts', one available per EGM.	'Have you had a break' electronic advertising on plasma screens at the end of EGM banks
Venue's responsible gaming message displayed in relevant areas.	'Have you had a break' scrolling message on the points display on all gaming machines and fully automated table games.
Code of Conduct availability.	Responsible Gaming Services listed on the points display on all gaming machines and fully automated table games.
Rules of the Game.	Responsible Gaming commercial on Crown TVs.
Payout options.	Responsible gaming button on all Voucher Issuance Kiosks (information kiosks).
Player Information Displays on all EGMs and fully automated table games.	Responsible Gaming logo, message, Gambler's Help and Responsible Gaming Liaison Officer telephone number on all loyalty program cards.
	Responsible Gaming information signage in gaming floor restrooms.
	Responsible Gaming Code of Conduct message displayed in multiple languages.
	Responsible Gaming Liaison Officer business cards in pit stands.

## B. ONLINE RESOURCES FOR CUSTOMERS:

- As an example of online resources, Crown Melbourne's Responsible Gambling Code of Conduct can be accessed online at:

<http://www.crownmelbourne.com.au/responsible-gaming/1889/crown-responsible-gambling-code-of-conduct>

- Another example is Adelaide Casino's Host Responsibility online information:

<http://www.adelaidecasino.com.au/About-Us/Host-responsibility/Introduction.html>

**C. EXAMPLES OF BROCHURES AND INFORMATION AVAILABLE FROM VARIOUS CASINOS ARE ATTACHED:**

- a. Crown
- b. The Star
- c. Jupiters casinos – Gold Coast, Treasury, and Townsville.
- d. Reef Pullman Hotel and Casino Cairns

## Crown Responsible Gaming Support Centre

The Responsible Gaming Support Centre is a world first facility located within the Crown Entertainment Complex.

The Centre is open 24 hours, 7 days a week and provides a range of services including:

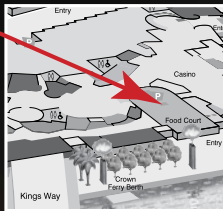
- Responsible Gaming Information
- Counselling
- Chaplaincy Support
- Facilitation of Self Exclusions
- Referral to Government funded support services
- General information

All services are confidential and provided free of charge.

Interpreters can be arranged if required.

### LOCATION

Escalators leading down to the Responsible Gaming Support Centre



Responsible Gaming Support Centre  
1800 801 098

Chaplaincy Support Service  
1800 456 228



RESPONSIBLE GAMING  
STAY IN CONTROL

Crown Responsible Gaming Support Centre: 1800 801 098  
Gambler's Help: 1800 858 858



## A WORLD OF ENTERTAINMENT.™

Crown Melbourne Limited ABN 46 006 973 262  
8 Whiteman Street Southbank Victoria 3006 Australia  
Telephone +61 3 9292 8888 Facsimile +61 3 9292 6600  
[www.crownmelbourne.com.au](http://www.crownmelbourne.com.au)  
[www.crownmelbourne.com.au/responsible-gaming](http://www.crownmelbourne.com.au/responsible-gaming)  
Email: [RGSC@crownmelbourne.com.au](mailto:RGSC@crownmelbourne.com.au)

CCA10038



RESPONSIBLE GAMING

# Support Centre

## CROWN RESPONSIBLE GAMING SUPPORT CENTRE

For many people gambling is an enjoyable form of entertainment.

For those who may experience difficulties associated with their gambling behaviours, staff at the Crown Responsible Gaming Support Centre can assist.

The Responsible Gaming Support Centre provides a variety of Responsible Gaming services to assist patrons, including responsible gaming information, play safe limits, counselling and referral to other support providers.

The Responsible Gaming Support Centre operates 24 hours a day, 7 days a week and all services are provided confidentially and free of charge.

### Location

The Responsible Gaming Support Centre is located on level B1, directly below the main food court.

Responsible Gaming Support Centre services are available to patrons, their friends and family members and interpreters can be arranged if required.

## Available Services

- **Responsible Gaming Information**

The Responsible Gaming Support Centre can assist you with general information regarding responsible gaming.

- **Play Safe Limits**

Staff at the Responsible Gaming Support Centre can assist patrons with information on Play Safe Limits and refer on to the Signature Club for the limits to be activated.

- **Counselling**

Free, confidential counselling is provided by the Responsible Gaming Support Centre Psychologists.

- **Self Exclusion**

Responsible Gaming Liaison Officers facilitate Self Exclusions where a person can ban themselves from the gaming floor. Please contact the Responsible Gaming Support Centre on 1800 801 098 or refer to the 'Self Exclusion' brochure for more information.

- **Referral**

The Responsible Gaming Support Centre can provide information about Government funded community based services including printed materials and assistance with making appointments.

- **Chaplaincy Support**

The Responsible Gaming Support Centre hosts an inter-faith Chaplaincy Support Service.

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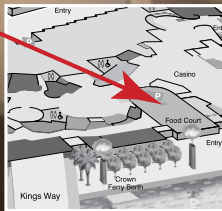
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[www.crownmelbourne.com.au/responsible-gaming](http://www.crownmelbourne.com.au/responsible-gaming)  
Email: [RGSC@crownmelbourne.com.au](mailto:RGSC@crownmelbourne.com.au)



RESPONSIBLE GAMING

# Self Exclusion

## **CROWN'S SELF EXCLUSION PROGRAM**

For many people gambling is an enjoyable form of entertainment.

For those who may experience difficulties as a result of their gambling behaviours, staff at the Crown Responsible Gaming Support Centre can assist.

One of the many services provided by the Responsible Gaming Support Centre is Self Exclusion.

### **What is a Self Exclusion?**

Self Exclusion means banning yourself from Crown's gaming floor. It is a legal document (section 72 of the *Casino Control Act 1991* (Vic)) which prohibits you from entering or remaining in any gaming area within the Crown Entertainment Complex.

### **Who should consider Self Exclusion?**

Anyone who:

- Thinks about gambling every day
- Gambles more than they can afford, or beyond their limit
- Borrows money to support their gambling
- Experiences anxiety related to gambling, like losing sleep or worrying
- Finds it hard to stop gambling

## **How do I Self Exclude from the Casino?**

Responsible Gaming Liaison Officers are available 24 hours, 7 days a week to facilitate the Self Exclusion process.

Responsible Gaming Liaison Officers can be contacted on freecall 1800 801 098 or by speaking with any Crown staff member.

Further details of the process can be obtained via the Responsible Gaming Support Centre.

### **Location**

The Responsible Gaming Support Centre is located on level B1 directly below the main food court.



RESPONSIBLE GAMING

# Play Safe Limits (PRE-COMMITMENT)

SEPTEMBER 2010

CROWN'S COMMITMENT TO



# RESPONSIBLE GAMING

Responsible gaming is important to Crown. Whilst the majority of people gamble responsibly, some may experience difficulties associated with their gaming behaviours.

Crown has developed and implemented a range of initiatives to promote and facilitate responsible gaming including:

- The establishment of the Crown Responsible Gaming Support Centre which operates 24 hours, 7 days a week
- Specially trained Responsible Gaming Liaison Officers and Psychologists to assist people who may be experiencing difficulties associated with their gaming behaviours
- A Self Exclusion Program for patrons
- A comprehensive Responsible Service of Gaming Training Program for Crown Staff
- Introduction of the Play Safe limits (pre-commitment) Program

## **Play Safe limits (pre-commitment)**

Play Safe limits (pre-commitment) allows Crown Signature Club members to set individual time and spend limits for their gaming machine and fully automated table game activity.

To take advantage of Play Safe limits (pre-commitment), you will need a Crown Signature Club card.

## **What limits can I set?**

When using your Crown Signature Club card, you can set:

- A daily limit on the time you play gaming machines and fully automated table games.
- A daily limit on how much you spend on gaming machines and fully automated table games.

- An optional annual limit on how much you spend on gaming machines and fully automated table games (this can only be set if you have first set a daily limit on how much you spend).

Please note that Crown will not advise you on the amount of your Play Safe limits. You must decide this yourself based on your own circumstances.

### **What happens if I reach my Play Safe limit?**

Once you have reached any set Play Safe limit, an audible warning will sound and a message will appear on the Point Display window indicating that your limit has been reached. If you have reached any daily limit, you will no longer earn Crown Signature Club points on gaming machines and fully automated table games until 6am the following day.

### **How can I change or remove my Play Safe limit?**

You can request a change or removal of your Play Safe limit at any time. To change or remove your limit, visit any Crown Signature Club information desk or the Crown Responsible Gaming Support Centre.

A decrease of any limit will take effect immediately.

An increase to any limit will not apply until 24 hours after you have made the change.

If you decide to increase your limit, you will need to confirm this increase after the initial 24 hour period. Confirmation can be made at any VIK or any Crown Signature Club information desk.

Failure to confirm the increase within your next 3 visits to Crown will result in the previous limit being reinstated.

## Who can I speak to if I am concerned about my gaming?

The Crown Responsible Gaming Support Centre is available to be contacted 24 hours, 7 days a week. The Centre offers a free, confidential service providing information and referrals with access to Psychologists.

The Crown Responsible Gaming Support Centre can be contacted for assistance by:

- Phoning 1800 801 098 (free call) or
- Attending the Centre in person

The Centre is located on level B1, directly below the main ground floor food court.

A brochure about the Crown Responsible Gaming Support Centre and its services can be found at Crown Signature Club information desks and via the Responsible Gaming Support Centre.

## **For further information on Crown's commitment to responsible gaming, please refer to the Crown Responsible Gambling Code of Conduct.**

The Crown Responsible Gambling Code of Conduct is available at the Crown Responsible Gaming Support Centre, at Crown Signature Club information desks, upon request and via the Crown Melbourne website at [www.crownmelbourne.com.au](http://www.crownmelbourne.com.au)

The Code is available on our website (and in written form on request) in the following community languages:

Chinese (*Traditional and Simplified*); Vietnamese; Arabic; Greek; Italian; Cambodian and Hindi.



**RESPONSIBLE GAMING**  
**STAY IN CONTROL**

Crown Responsible Gaming Support Centre: 1800 801 098  
Gambler's Help: 1800 858 858

## PLAY SAFE LIMITS

### Conditions

- Play Safe limits may be time limit only, or a spend limit only, or both a time and spend limit.
- Play Safe for gaming machines is only available to Crown Signature Club members who have agreed to receive and have viewed their Player Activity Statements within a 12 month period, who have a PIN and who are not excluded from the Casino for any reason.
- Play Safe for Fully Automated Table Games ('FATGs') is available to Crown Signature Club members who are not excluded from the Casino for any reason.
- Play Safe is optional for Crown Signature Club members.
- Play Safe can only be set by the Crown Signature Club member whose name appears on the Crown Signature Club card.
- Appropriate identification is required to set or change Play Safe limits.
- Daily time and daily spend limits apply from 6am until 6am the following day.
- Should a limit be reached, an audible warning will sound and a message will appear on the gaming machine's and FATG's Point display.
- To set an annual spend limit a daily spend limit must also be set. Annual spend limits are optional.
- Annual means from 1 January until 31 December the same year.
- The member's annual limit applies from when the limit is set until the end of the calendar year.

## RESPONSIBLE GAMING

- Increasing any limit will take effect 24 hours from when the new limit is set.
- Decreasing any limit will take effect immediately.
- The member must confirm limit increases after the initial 24 hours period and within the member's next 3 visits to Crown. Confirmation can be made at any VIK or Crown Signature Club information desk.
- Failure to confirm the increase within the member's next 3 visits to Crown will result in the previous limit being reinstated.
- Any gaming machine or FATG activity recorded on your Crown Signature Club card between 6am and 6am the following day will be recorded as a "visit".
- Play Safe conditions may be amended at any time by Crown without notice at its discretion or as required by law.
- These conditions should be read in conjunction with the Crown Signature Club Rules.
- Crown shall not be liable to any person in any way if Play Safe fails to perform properly and accurately or is unavailable as a result of technical malfunction or operator fault, subject to law.

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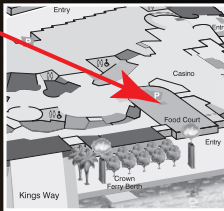
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Email: [RGSC@crownmelbourne.com.au](mailto:RGSC@crownmelbourne.com.au)

## INTRODUCTION

The Star seeks to achieve excellence in all aspects of its services and operations. As a leading provider of entertainment facilities in NSW, The Star is committed to providing gaming services for customers in a responsible manner. This Responsible Gambling Code of Practice is an important reflection of that commitment.

The vast majority of The Star Casino customers enjoy their gaming experience. However, a small minority may have difficulty in controlling their gambling behaviour and may encounter serious personal and financial difficulties.

Whilst it is acknowledged that problem gambling may never be completely avoidable, The Star is committed to providing programs and initiatives to minimise problem gambling behaviours and the provision of timely and effective assistance for customers who seek help.

The Code of Practice will be updated, when appropriate, as the industry and community gain a greater understanding of the causes of problem gambling.

Larry Mullin  
Managing Director and Chief Executive Officer  
Echo Entertainment Group

## OBJECTIVE AND APPLICATION OF THE CODE

### 1.1 What is the Code?

This Code is an initiative of The Star. It sets the common standards and requirements for us to follow in the responsible delivery of gambling products and services across our operations.

The Code reflects our underlying values, and our commitment to minimising the potential harm associated with gambling.

A key aim is to provide a single point of reference for the care and expectations of our customers whom we serve and the community in which we operate.

### 1.2 Objective of the Code

The primary objective of this Code is to:

- provide information on our gambling products and services – so our customers are able to make informed decisions about their gambling practices;
- underpin the responsible delivery of our gambling products and services to facilitate the highest standards and consistency of customer care;
- provide information on help available from support services, and access to the self exclusion program so individuals can seek assistance where they demonstrate a problem with gambling;
- support and monitor developments both locally and overseas in responsible and problem gambling research, programs and initiatives; and
- maintain a meaningful relationship with our stakeholders in order to enhance our understanding of problem gambling – through ongoing consultation with community groups, governments, problem gambling counsellors, expert researchers, our employees and industry groups.

### 1.3 What this Code includes

This Code covers:

- our commitments in relation to responsible gambling;
- the information we will make available to inform our customers about our gambling products, responsible gambling and problem gambling counselling services;
- what we do to implement the responsible delivery of gambling within The Star in accordance with our commitment to the highest standards of customer care;
- how we support our customers in seeking assistance for a gambling related problem; and
- how this Code is administered.

### 1.4 Application of the Code

On and after the commencement date this Code applies to The Star and its employees.

From the commencement date, this Code replaces the Tabcorp Responsible Gambling Code issued in October 2001, and re-issued in November 2005.

From time to time we may revise this Code. The updated version of the Code will be available on our website at [www.star.com.au](http://www.star.com.au)

### 1.5 Conflict with legislation and codes of practice

Where there is any conflict or inconsistency between this Code and any Commonwealth or State legislation or regulation, the higher standard will apply.

## OUR COMMITMENTS

We commit to making available appropriate information so that our customers are able to make an informed decision.

### 2.1 Awareness, education and player information

- The decision to gamble lies with the individual and represents a choice. However, to make that choice responsibly our customers need the opportunity to be informed about our gambling products.
- We will make available appropriate information so that our customers are able to make informed decisions and choose whether to gamble or not, consistent with their personal preferences and individual circumstances.

### 2.2 Compliance with laws and other industry regulations

We will comply with all relevant laws applicable in New South Wales, Australia relating to the provision of our gambling products and services including those relating to:

- minors;
- the provision of credit;
- player information;
- the responsible service of alcohol;
- advertising and promotions; and
- privacy.

### 2.3 Training

We require appropriate responsible gambling training programs and refresher training to be in place so that relevant employees:

- understand the commitments and provisions of this Code and applicable regulations;
- are equipped to deliver our gambling products and services to our customers in accordance with this Code;
- understand the possible behavioural indicators of problem gambling;
- understand the support and counselling services available, including relevant contact details;
- are aware when a customer is displaying behaviours potentially consistent with problem gambling, or displaying observable signs of distress or seeking assistance, and understand what action should be instigated in such circumstances;
- have the ability to respond appropriately to customer requests by offering the opportunity to contact available support services;
- are equipped to maintain appropriate records of incidents; and
- have the skills to deal with customers sensitively.

We will review and assess relevant responsible gambling training programs when appropriate to ensure they remain effective in supporting provision of the highest standards of customer care.

### 2.4 Inappropriate practices

Individuals demonstrating characteristics commonly associated with gambling related problems should not be exploited. Consistent with this

principle, we will not encourage our customers to:

- Chase their losses; and
- Continue playing after they have indicated a desire to stop.

### 2.5 Emerging technology and new products

Prior to the introduction of relevant new gambling products and services, including those which make use of emerging technology, we undertake to assess their likely impact on gambling behaviours in accordance with our commitment to the responsible delivery of gambling in this Code.

### 2.6 Policies and Procedures

We will ensure that we have appropriate policies and procedures in place to support the implementation of the Code, and the responsible delivery of our gambling products and services.

These include clear lines of accountability, reporting mechanisms and follow-up procedures for dealing with responsible gambling issues.

### 2.7 Communication of this Code

We will communicate and promote this Code throughout our operations and on our website.

We will make this Code available:

- upon request at our Host Desks;
- on our website [www.star.com.au](http://www.star.com.au);
- upon request in writing; and
- via communications with you as appropriate.

We also undertake to make this Code available in selected community languages other than English on our websites or by visiting a Host Desk at the casino.

## PRACTICES - PROVISION OF INFORMATION

### 3.1 Information we make available to ensure customers understand our products

Upon request, we will make available to our customers information on:

- the nature and operation of table games, including the rules
- of play;
- information on the chances of winning major prizes; and
- how gaming machines operate.

### 3.2 Information on problem gambling support services and responsible gambling

We will display responsible gambling messages and information about where to obtain assistance with a gambling problem.

We will make available on our website information on responsible gambling and where and how to seek assistance with a gambling related problem.

We will also ensure information on problem gambling support services is accessible in selected community languages.

The information and messages available will be reviewed and updated regularly.

We will also enable access, upon request, to information on a customer's gaming activity when playing gaming machines using their player rewards card.

Think! About your choices.  
Call Gambling Help 1800 858 858  
[www.gamblinghelp.nsw.gov.au](http://www.gamblinghelp.nsw.gov.au)  
v1 PRINTED AUGUST 2011



## PRACTICES - PROVIDING RESPONSIBLE GAMBLING

### 4.1 Playing environment

Clocks are to be displayed in the gaming areas to assist customers to be aware of the passage of time.

### 4.2 Unacceptable behaviour or signs of distress

If an employee believes that a person in the casino is acting in an unacceptable manner, or is visibly affected by alcohol, so as to endanger the safety and enjoyment of others at the casino, the casino will take appropriate action which may include removal from the casino complex.

Where a person in the casino is exhibiting or displaying signs of distress, or behaviours potentially indicating a problem with their gambling, the casino will implement procedures designed to provide an appropriate response to the needs of the customer.

Such signs of distress, behaviour or situations may include:

- requests for self exclusion, or self disclosure of a gambling related problem;
- aggressive and anti-social behaviour, such as physical or verbal abuse;
- requests to casino employees to borrow money for gambling related purposes;
- children left unattended;
- drowsiness whilst participating in gambling activities;
- requests from families or friends to intervene; and
- gambling for excessive periods of time.

We understand that employees should not make assessments as to whether an individual is, or is not, a problem gambler. Rather we require that the employee be aware of and respond to such indicators of distress, behaviour or requests sensitively and within an appropriate timeframe. We also require that action taken in such circumstances be recorded by the casino in an appropriately maintained incident register.

### 4.3 Minors

It is illegal for minors to gamble. We strictly prohibit minors from entering designated gaming areas within the casino.

We display appropriate signage stating that minors are not allowed to:

- gamble within the casino; and
- enter or remain in designated gaming areas.

We will have processes in place for checking the identification of persons seeking access to designated gaming areas to ensure that only persons 18 years and over are granted access to these areas.

### 4.4 Unattended children

We will display appropriate signage and ensure that procedures are in place in the event that minors are found unaccompanied within the casino complex.

These procedures may include regular checking of the casino public areas, including the car park for children that may have been left unattended.

Where unattended children are found, employees will take action that may include:

- taking steps to ensure the safety of the child;
- reuniting the child with the parent or guardian;
- directing the parent or guardian to leave the casino complex;
- excluding the parent or guardian from the casino; and
- referring the matter to the police or relevant government department.

### 4.5 Restrictions on gambling by company directors and employees

We require our employees to comply with the Echo Employee Gambling Policy which, in part, states that The Star employees are not permitted to gamble at The Star at any time.

### 4.6 Automatic teller machines (ATM) facilities

We require that The Star ATMs:

- are not located within designated gaming areas; and
- have on or near them information on who to contact, should assistance be required for a gambling related problem.

### 4.7 Payment of winnings and cooling off

All winnings will be paid in accordance with applicable regulations, industry codes or policies. Customers can provide themselves with a cooling off period by taking any large winnings by cheque should they wish. We will provide our customers with this opportunity by making cheques available for such large winnings.

## PRACTICES - PROVIDING CUSTOMERS WITH SUPPORT AND WORKING WITH THE COMMUNITY

### 5.1 Support services

We will make available contact information for support services for individuals and/or their families suffering gambling related problems. We will also provide this information on our website [www.star.com.au](http://www.star.com.au)

### 5.2 Self exclusion program

We have available a self exclusion program and will make available on request:

- access to the self exclusion program where a customer may request to be excluded from our gaming area for a minimum period of twelve months; and
- information about the self exclusion program, including what is involved with self exclusion, how to apply, what procedures are involved, what information a customer must provide and contact information for problem gambling support services.

### 5.3 Revocation of self exclusion

Customers who wish to re-enter the casino, following the 12 month minimum period for exclusion, are required to provide evidence that they have taken steps to manage their gambling behaviours and to submit a gambling assessment from The Star approved qualified gambling counsellor.

### 5.4 Working with the community

In pursuit of the highest standards of customer care, and to strengthen our understanding of problem gambling, we will continue to work and consult with problem gambling related support services, community groups, all relevant tiers of government, industry groups and expert researchers.

We will also continue to contribute towards the cost of undertaking research on issues relating to gambling, problem gambling and the effectiveness of responsible gambling measures through our annual compulsory contribution to the Responsible Gambling Fund.

## ADMINISTRATION AND COMPLAINTS

### 6.1 Role of Responsible Gambling Committee

To administer the Code, we have established a Responsible Gambling Committee. The Committee is overseen by an appointed senior management representative and is responsible for:

- ensuring that there are policies and procedures in place to achieve compliance with this Code within The Star;
- ensuring that there are appropriate training programs in place for our employees in relation to this Code;
- ensuring ongoing evaluation and improvement of the customer care policies and practices;
- ensuring that there are processes for monitoring compliance with this Code, in line with the requirements of the Australian standard on compliance programs;
- receiving reports on compliance with this Code;
- investigating any allegation that this Code has been breached, and determining appropriate sanctions for breaches of the Code by employees;
- ensuring that an independent periodic review of compliance with the Code is undertaken;
- receiving reports on, and reviewing findings raised from, reviews of this Code; and
- monitoring developments and research related to responsible and problem gambling.

### 6.2 Complaints

If you have a complaint relating to the operation of this Code, you should make your complaint in writing marked to the attention of -

**Managing Director  
The Star  
PO Box Q192  
QVB Post Office NSW 1230**

Alternatively, please send your correspondence via our website at [www.star.com.au](http://www.star.com.au) in the 'Contact Us' section.

We will deal with any complaints in accordance with our internal dispute handling procedures, ensuring the timely and sensitive follow up of complaints raised.

The scope of complaints should be limited to alleged breaches of this Code.

## DEFINITIONS

**Code** means this The Star Responsible Gambling Code as adopted by us on the commencement date.

**Commencement date** the date from which we formally announce we have adopted the Code and, in relation to any subsequent amendments made to this Code, means the date from which we announce we have adopted those amendments.

**Gambling** involves staking money on uncertain events, driven by chance or a combination of chance and skill.

**Gambling product or service** any gambling activity or scheme authorised under the Casino Control Act 1992.

**Gaming** all legal forms of gambling, other than wagering and includes electronic gaming machines (commonly known as poker machines), casino table games, lotteries and Keno.

**Minor** person under the age of 18 years.

**Problem gambling** exists when gambling activity results in a range of adverse consequences where:

- the safety and wellbeing of gambling customers, or their family and friends, is placed at risk; or
- negative impacts extend to the broader community.

**Problem gambling support or treatment service** refers to trained professionals, such as psychologists, counsellors and social workers who provide confidential counselling to individuals and/or their families in relation to a gambling related problem. Such services may include Gambling Help, Lifeline and other related agencies.

**Responsible gambling** occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of collective actions and shared ownership of individuals, communities, the gambling industry and government to achieve outcomes that are socially responsible and responsive to the concerns of the broader community.

**Unattended children** where a child:

- is or appears to be without appropriate supervision;
- is or appears to be loitering aimlessly in or about the casino complex, or moving in a slow or idle manner.

**Voluntary self exclusion** a customer initiated banning from all gaming areas in the casino.

**We, us and our** refers to The Star Pty Limited.

**Winnings** the amount of money won on a gambling product or service.

# THE STAR RESPONSIBLE GAMBLING CODE



## minors are prohibited

It is an offence by law for any person under the age of eighteen (18) years to participate in gambling activities. Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos prohibit persons less than 18 years of age from entering and remaining in any gambling area. Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville 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

Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos do not serve alcoholic beverages to gaming tables or gaming machines in their main public gambling areas. Non-alcoholic beverages, including tea and coffee, are available to customers. As part of our commitment to responsible gambling, persons who are unduly intoxicated are not permitted to continue to gamble.

Our casinos advocate the responsible service of alcohol with their staff. Training regarding individual and company responsibilities, in relation to gambling and the service of alcohol, is provided to relevant staff members.

## passage of time

As part of our commitment to responsible gambling practices we have taken measures to ensure customers are aware of the passage of time whilst they are gambling. Our gaming machines display a scrolled real-time message that provides accurate information on the current time. Intensive, repetitive and extended play is not encouraged.

## financial transactions

Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos have numerous financial policies and procedures in place to assist customers in maintaining responsible gambling practices. These include:

- Automatic Teller Machines (ATMs) are not provided within gambling areas.
- The lending of money or credit betting is prohibited.
- The cashing of cheques is not permitted other than by prior arrangement.
- Cheques issued by the casino for winnings cannot be cashed at the casino within 24 hours of issuance.

## advertising and promotions

Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos adhere to the Queensland Responsible Gambling Advertising and Promotions guideline. This guideline covers gambling related communication activities including advertising in the media, sponsorship, point of sale material, leaflets, displays, internal and external signage, the internet, subscriber products and other materials designed for public communication.

The guideline is used in conjunction with all regulatory requirements for the conduct of gambling in Queensland.

## customer liaison

A trained customer liaison representative from each of our casinos can provide appropriate information and assist customers with gambling-related problems or to access referrals to local gambling support services.

For further information or to discuss the option of self-exclusion, customers may call and ask to speak with the Casino Duty Manager or the Responsible Gambling Department at:

Jupiters Gold Coast 07 5592 8100  
Treasury Brisbane 07 3306 8888 or  
Jupiters Townsville 07 4722 2333



## responsible gambling

making an informed decision



Bet with your head, not over it.

# responsible gambling

Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of the collective actions and shared ownership by individuals, communities, the gambling industry and government to achieve outcomes that are socially responsible and responsive to concerns of the broader community.

# our commitment

**‘Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos are committed to best practice in the provision of responsible gambling with the aim of minimising the potential harm to individuals in the community through Responsible Gambling Practices.’**

We take a community minded approach to the conduct of our business and are committed to providing a safe, secure and responsible environment in which members of the community are able to enjoy themselves.

Our approach to responsible gambling forms an integral part of this commitment.

As Queensland gambling providers, Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos operate in compliance with the Queensland Responsible Gambling Code of Practice.

All staff undertake a comprehensive, professional training program with annual refreshers to ensure understanding and commitment is maintained.

# 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.

Some risk indicators of problem gambling may include a player reporting:

- Having a problem controlling their gambling behaviour
- Having tried unsuccessfully to stop gambling
- Gambling with household and other essential funds
- Borrowing money to gamble
- Gambling more money than they can afford
- Having lost an important relationship due to gambling
- Having lied to others to hide their gambling
- Having lost a job due to gambling

Problem gambling exists when gambling activity results in a range of adverse consequences where:

- The safety and wellbeing of gambling customers, or their families and friends, is placed at risk; and/or
- Negative impacts extend to the broader community

# getting help

The following service is available to people who feel they may need assistance in controlling their gambling behaviour.

**All communication is private and confidential.**

gambling  
help line  
1800 858 858

The Gambling Help Line is an independently run, free, confidential service (available 24 hours a day) which offers support for individuals who are adversely affected by either their own or somebody else’s gambling behaviour.

# exclusions

Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos provide the option for players to exclude (ban) themselves from our casino facilities. We aim to do this by providing an environment that ensures the matter is 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 you approach one of our casinos and ask to be excluded. Information will be provided upon request and your exclusion will be processed as soon as practicable – generally immediately.
- **Venue initiated exclusion** is when one of our casinos bans you from the gambling facilities at Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos. This may occur when the casino believes, on reasonable grounds, that you are a problem gambler.

# What happens once my exclusion order is processed?

Exclusions will take effect immediately and remain in force for a period of five years. A request to revoke your exclusion may only be submitted after a minimum period of one year has passed from the commencement of your exclusion. Further information is available from each Casino’s Responsible Gambling Department.

Excluded persons are prohibited from entering or remaining in Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos, including participating in Keno gaming and approved wagering at those casinos.

Consequences of breaching an exclusion include prosecution in a court and potential penalties including fines of up to \$4,000.

Once a person is excluded, any membership of the Absolute Rewards program at Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos is suspended with associated benefits no longer available to the excluded person and the 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. All casinos maintain a favourable percentage in all gambling products offered. To assist customers in making informed decisions regarding their gaming choices, we provide information on how to play all games available 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.

# customer complaints resolution

Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos have in place a comprehensive 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. In the event a complaint cannot be resolved by this process, customers have the opportunity to refer their complaint to the Queensland Office of Liquor and Gaming Regulation (OLGR).

# ABSOLUTE ASSIST IT'S YOUR CHOICE.

Jupiters now offers as part of your Absolute Rewards membership the option of setting a limit on your electronic gaming machine spend using your Absolute Rewards card.



ABSOLUTE  
REWARDS

Bet with your head, not over it.

*Jupiters*  
HOTEL & CASINO

# ABSOLUTE ASSIST IT'S YOUR CHOICE.

Locking in how much you'd like to play with before you start is a great way to enjoy your favourite gaming machines and help you stick to a preset limit.

Absolute Assist is a new feature of the Absolute Rewards program to help you manage your gaming spend when playing our electronic gaming machines.

To take advantage of Absolute Assist you need be a member of the Absolute Rewards program and use your Absolute Rewards card when playing.

## **HOW DOES IT WORK?**

To use Absolute Assist, you will need to visit an Absolute Rewards desk with your Absolute Rewards card. You nominate the amount you want to set as your daily limit (based on a 24 hour period from 5am to 4:59am) and our staff will put this limit on your Absolute Rewards card.

## **DO I HAVE TO USE ABSOLUTE ASSIST?**

No. The functionality has been developed so that you are in control. You choose if you'd like to use Absolute Assist and then you control what limit you'd like if you choose to use it.

## **HOW DO I KNOW HOW MUCH I'VE SPENT?**

When you first insert your Absolute Rewards card into an electronic gaming machine your balance will be displayed on the scrolling screen, *Used xx% of Daily Spend Limit*. If you would like to get an update while playing, simply remove your Absolute Rewards card and re-insert to get an updated balance display.

## **WHAT HAPPENS WHEN I REACH MY LIMIT?**

When you are playing an electronic gaming machine with your Absolute Rewards card inserted and you place a bet that puts you exactly at or over your limit, the gaming machine will be locked and you will get a message to the effect *Daily Spend Limit Reached*. You will no longer be able to play any electronic gaming machines with your Absolute Rewards card inserted at that casino, on that gaming day. You may still use your Absolute Rewards card and Casino Dollars on other things such as food and beverage purchases.

## **CAN I GO OVER MY LIMIT?**

Yes, you can spend over your limit on a final bet. Eg. if your limit is \$100, you have spent \$98 and your last bet is \$5 (without winning) your total spend will be \$103. You can also go over your limit by spending on electronic gaming machines without using your Absolute Rewards card or by playing other games, like table games.

## **CAN I CHANGE MY LIMIT?**

Your limit is set for a standard gaming day, 5am to 4:59am. You may request a change or the removal of your limit at any point. A reduction in your limit will take effect immediately. An increase to your limit will not apply for 24 hours after you have made the request and removal of your limit may take up to 48 hours but will be no less than 24 hours.

## **DOES ABSOLUTE ASSIST WORK ON ANY TIER LEVEL?**

Yes. All Absolute Rewards tiers, Red, Pearl and Black, are able to use Absolute Assist. You just need to have a current Absolute Rewards card.

## **CAN I USE ABSOLUTE ASSIST LIMITS ON ALL GAMING?**

No. Limits only work on electronic gaming machines. Other gaming types such as Keno, TAB, Table Games and some Multi-Terminal Gaming Machines (Rapid and Touchbet games) will not count towards your gaming limit.

## **DO CASINO DOLLARS COUNT TOWARDS MY LIMIT?**

No. Absolute Assist limits are based only on your cash spend. It does not include Casino Dollars that you are redeeming for play.

## **WILL I NEED TO SET UP THE LIMIT WHEN I VISIT ANOTHER ABSOLUTE REWARDS CASINO?**

Yes. Your preset limit only applies at the property where you set it up.

## **IS THERE SOMEONE I CAN SPEAK TO IF I'M CONCERNED ABOUT MY GAMBLING?**

A trained customer liaison representative from each of our casinos can provide appropriate information and assist customers with gambling-related problems or to access referrals to local gambling support services. Ask our friendly customer service staff at the Absolute Rewards desk to put you in touch with our on-site team.

The following service is available to people who feel they may need assistance in controlling their gambling behaviour. All communication is private and confidential.

gambling  
**help**  **line**  
**1800 858 858**

The Gambling Help Line is an independently run, free, confidential service (available 24 hours a day) which offers support for individuals who are adversely affected by either their own or somebody else's gambling behaviour:

For further information on Jupiters Hotel & Casino's commitment to responsible gambling, please refer to the Jupiters Hotel & Casino Responsible Gambling Guidelines on [www.jupitersgoldcoast.com.au](http://www.jupitersgoldcoast.com.au).

**GENERAL CONDITIONS:**

Absolute Assist is subject to the terms and conditions of Absolute Rewards membership, as amended from time to time, which should be read in conjunction with these terms. Please refer to the Absolute Rewards website for current terms. You will be required to provide appropriate identification to set or change limits. You should set Absolute Assist limits based on your own individual circumstances. Absolute Rewards Casinos will not make recommendations about limits for you.

Despite our best efforts, we may sometimes experience technical malfunctions and system and other errors outside of our control which may mean that the Absolute Rewards program, including Absolute Assist, does not function properly or accurately or is unavailable. If we do, Absolute Rewards Casinos will not be liable to any person, including for the consequences to your membership and may adjust incorrectly accrued loyalty points, benefits and tier.

Absolute Rewards Casinos collect, use and disclose personal information in accordance with their Privacy Policy, a copy of which is available at Absolute Rewards Casinos or on our websites.

Bet with your head, not over it.

# ABSOLUTE ASSIST IT'S YOUR CHOICE.

Jupiters now offers as part of your Absolute Rewards membership the option of setting a limit on your electronic gaming machine spend using your Absolute Rewards card.



ABSOLUTE  
REWARDS

Bet with your head, not over it.

Jupiters  
TOWNSVILLE

# ABSOLUTE ASSIST IT'S YOUR CHOICE.

Locking in how much you'd like to play with before you start is a great way to enjoy your favourite gaming machines and help you stick to a preset limit.

Absolute Assist is a new feature of the Absolute Rewards program to help you manage your gaming spend when playing our electronic gaming machines.

To take advantage of Absolute Assist you need be a member of the Absolute Rewards program and use your Absolute Rewards card when playing.

## **HOW DOES IT WORK?**

To use Absolute Assist, you will need to visit an Absolute Rewards desk with your Absolute Rewards card. You nominate the amount you want to set as your daily limit (based on a 24 hour period from 5am to 4:59am) and our staff will put this limit on your Absolute Rewards card.

## **DO I HAVE TO USE ABSOLUTE ASSIST?**

No. The functionality has been developed so that you are in control. You choose if you'd like to use Absolute Assist and then you control what limit you'd like if you choose to use it.

## **HOW DO I KNOW HOW MUCH I'VE SPENT?**

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## **WHAT HAPPENS WHEN I REACH MY LIMIT?**

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## **CAN I GO OVER MY LIMIT?**

Yes, you can spend over your limit on a final bet. Eg. if your limit is \$100, you have spent \$98 and your last bet is \$5 (without winning) your total spend will be \$103. You can also go over your limit by spending on electronic gaming machines without using your Absolute Rewards card or by playing other games, like table games.



### **CAN I CHANGE MY LIMIT?**

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### **DOES ABSOLUTE ASSIST WORK ON ANY TIER LEVEL?**

Yes. All Absolute Rewards tiers, Red, Pearl and Black, are able to use Absolute Assist. You just need to have a current Absolute Rewards card.

### **CAN I USE ABSOLUTE ASSIST LIMITS ON ALL GAMING?**

No. Limits only work on electronic gaming machines. Other gaming types such as Keno, TAB, Table Games and some Multi-Terminal Gaming Machines (Rapid and Touchbet games) will not count towards your gaming limit.

### **DO CASINO DOLLARS COUNT TOWARDS MY LIMIT?**

No. Absolute Assist limits are based only on your cash spend. It does not include Casino Dollars that you are redeeming for play.

### **WILL I NEED TO SET UP THE LIMIT WHEN I VISIT ANOTHER ABSOLUTE REWARDS CASINO?**

Yes. Your preset limit only applies at the property where you set it up.

### **IS THERE SOMEONE I CAN SPEAK TO IF I'M CONCERNED ABOUT MY GAMBLING?**

A trained customer liaison representative from each of our casinos can provide appropriate information and assist customers with gambling-related problems or to access referrals to local gambling support services. Ask our friendly customer service staff at the Absolute Rewards desk to put you in touch with our on-site team.

The following service is available to people who feel they may need assistance in controlling their gambling behaviour. All communication is private and confidential.

gambling  
**help**  **line**  
**1800 858 858**

The Gambling Help Line is an independently run, free, confidential service (available 24 hours a day) which offers support for individuals who are adversely affected by either their own or somebody else's gambling behaviour:

For further information on Jupiters Townsville's commitment to responsible gambling, please refer to the Jupiters Townsville Responsible Gambling Guidelines on [jupiterstownsville.com.au](http://jupiterstownsville.com.au).

**GENERAL CONDITIONS:**

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Despite our best efforts, we may sometimes experience technical malfunctions and system and other errors outside of our control which may mean that the Absolute Rewards program, including Absolute Assist, does not function properly or accurately or is unavailable. If we do, Absolute Rewards Casinos will not be liable to any person, including for the consequences to your membership and may adjust incorrectly accrued loyalty points, benefits and tier.

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Bet with your head, not over it.

# ABSOLUTE ASSIST IT'S YOUR CHOICE.

Treasury now offers as part of your Absolute Rewards membership the option of setting a limit on your electronic gaming machine spend using your Absolute Rewards card.



ABSOLUTE  
REWARDS

Bet with your head, not over it.

  
**TREASURY**  
— CASINO & HOTEL —

[www.treasurybrisbane.com.au](http://www.treasurybrisbane.com.au)

# ABSOLUTE ASSIST IT'S YOUR CHOICE.

Locking in how much you'd like to play with before you start is a great way to enjoy your favourite gaming machines and help you stick to a preset limit.

Absolute Assist is a new feature of the Absolute Rewards program to help you manage your gaming spend when playing our electronic gaming machines.

To take advantage of Absolute Assist you need be a member of the Absolute Rewards program and use your Absolute Rewards card when playing.

## HOW DOES IT WORK?

To use Absolute Assist, you will need to visit an Absolute Rewards desk with your Absolute Rewards card. You nominate the amount you want to set as your daily limit (based on a 24 hour period from 5am to 4:59am) and our staff will put this limit on your Absolute Rewards card.

## DO I HAVE TO USE ABSOLUTE ASSIST?

No. The functionality has been developed so that you are in control. You choose if you'd like to use Absolute Assist and then you control what limit you'd like if you choose to use it.

## HOW DO I KNOW HOW MUCH I'VE SPENT?

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## WHAT HAPPENS WHEN I REACH MY LIMIT?

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No. Absolute Assist limits are based only on your cash spend. It does not include Casino Dollars that you are redeeming for play.

### **WILL I NEED TO SET UP THE LIMIT WHEN I VISIT ANOTHER ABSOLUTE REWARDS CASINO?**

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### **IS THERE SOMEONE I CAN SPEAK TO IF I'M CONCERNED ABOUT MY GAMBLING?**

A trained customer liaison representative from each of our casinos can provide appropriate information and assist customers with gambling-related problems or to access referrals to local gambling support services. Ask our friendly customer service staff at the Absolute Rewards desk to put you in touch with our on-site team.

The following service is available to people who feel they may need assistance in controlling their gambling behaviour. All communication is private and confidential.

**gambling  
help  line  
1800 858 858**

The Gambling Help Line is an independently run, free, confidential service (available 24 hours a day) which offers support for individuals who are adversely affected by either their own or somebody else's gambling behaviour.

For further information on Treasury Casino & Hotel's commitment to responsible gambling, please refer to the Treasury Casino & Hotel Responsible Gambling Guidelines on [www.treasurybrisbane.com.au](http://www.treasurybrisbane.com.au).

**GENERAL CONDITIONS:**

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Absolute Rewards Casinos collect, use and disclose personal information in accordance with their Privacy Policy, a copy of which is available at Absolute Rewards Casinos or on our websites.

Bet with your head, not over it.



# responsible gambling

making an  
informed decision



THE REEF  
HOTEL CASINO  
CAIRNS AUSTRALIA



THE REEF  
HOTEL CASINO  
CAIRNS AUSTRALIA

# responsible gambling

Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of the collective actions and shared ownership by individuals, communities, the gambling industry and government, to achieve outcomes that are socially responsible and responsive to community concerns.

## our mission

“The Reef Hotel Casino is committed to best practice in the provision of responsible gambling, with the aim of minimising the potential harm to individuals in the community through Responsible Gambling Practices.”

The Reef Hotel Casino takes a community minded approach to the conduct of their business. As part of our Customer Awareness Programme, we have a commitment to provide a safe, secure, and responsible environment in which members of the community are able to enjoy themselves. Our approach to responsible gambling forms an integral part of this commitment.

As a Queensland gambling provider, The Reef Hotel Casino operates in accordance with the Queensland Responsible Gambling Code of Practice. This code of practice represents a voluntary commitment by the entire gambling industry to the provision of responsible gambling.

# problem gambling

For many people, gambling is an enjoyable leisure and entertainment activity. As a result, most people perceive The Reef Hotel Casino as good value and good fun, providing a diverse range of leisure and entertainment options, including gambling.

For a small percentage, gambling can become a problem. No longer enjoyable for them, gambling begins to create money worries and stress, which can affect their family members, relationships, health and work. If you think you, or someone you know may have a gambling problem, look for the following behavioural signs.

- Gambling more money than they can afford
- Gambling with household and other essential funds
- Borrowing money to gamble
- Absences from home or work
- Dishonesty or secrecy about gambling activity
- Experiencing severe mood swings
- Arguing increasingly, especially about money matters
- Increased alcohol consumption
- Easily bored by everyday events
- Denial of any gambling problem despite the obvious signs



## getting help

The following contacts are available to customers who feel they may need assistance in controlling their gambling.

**All communication is private and confidential.**

gambling  
**help line**  
**1800 222 050**

This independently run service offers support for gamblers and others who may be affected by gambling. The Gambling Help Line is a free confidential service, available 24 hours a day. Phone toll free 1800 222 050.

## self exclusion

If customers are looking for assistance in controlling their gambling problems, they may consider exclusion as a valuable deterrent. The Reef Hotel Casino provides a self exclusion program for customers wishing to ban themselves from entering the gambling area.

Once excluded:

- Persons entering the gambling area of The Reef Hotel Casino will be committing an offence by law, and are subject to prosecution and penalties including fines of up to \$3,000
- Memberships are suspended with associated benefits no longer available to the excluded person
- Persons are removed from all mailing lists used for marketing purposes

For more information contact the Customer Liason Department on 07 4030 8830.

## odds of winning

Gambling should not be seen as a means of financial or social betterment. The Reef Hotel Casino maintains a favourable percentage in all gambling products offered. To assist customers in making informed decisions regarding their gaming choices, we provide information on how to play all games available in our casinos. Ask for a copy of our Gaming Guides on how to play.

## customer complaints resolution

The Reef Hotel Casino has in place a comprehensive 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. In the event a complaint can not be resolved by this process, customers have the opportunity to refer their complaint to the Queensland Office of Gaming Regulation (QOGR).

## 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 Reef Hotel Casino prohibits persons under 18 years of age from entering the gambling area.

The Reef Hotel Casino also prohibits persons from leaving their children unattended in any area. Persons found doing so may be excluded from the casino and/or subject to prosecution.

## responsible service of alcohol

As part of our commitment to responsible gambling, The Reef Hotel Casino does not permit persons who are unduly intoxicated to gamble.

The Reef Hotel Casino advocates the responsible service of alcohol with their staff. Training regarding individual and company responsibilities, in relation to gambling and the service of alcohol, is provided to relevant staff members.

## passage of time

As part of our commitment to responsible gambling practices, The Reef Hotel Casino has taken measures to ensure customers are aware of the passage of time whilst they are gambling. Intensive, repetitive and extended play is not encouraged.

## financial transactions

The Reef Hotel Casino has numerous financial policies and procedures in place to assist customers in maintaining responsible gambling practices.

- Automatic Teller Machines (ATMs) are not provided within gambling areas
- The lending of money or credit betting is prohibited
- The cashing of cheques is not permitted other than by prior arrangement
- Cheques issued by the casino for winnings can not be cashed at the casino within 24 hours of issuance

## advertising and promotions

The Reef Hotel Casino conducts all advertising and promotional activity in accordance with the regulations governing such activities. The Reef Hotel Casino ensures that advertising is sensitive to prevailing community standards and is not directed at minors. For details of the regulations governing advertising and promotions, please refer to our Responsible Gambling Policy available from any the Reef Club Desk.

## our commitment

As a business leader in our local community, we are conscious of our social obligations and are firmly committed to the provisions and ideals of the Responsible Gambling Code of Practice. All staff associated with our gambling products undertake a comprehensive, professional training programme to ensure this commitment is maintained.

## customer liaison

A representative from The Reef Hotel Casino is available to assist customers in sourcing information in relation to referrals to QOGR or local gambling support services. For any of this information or to discuss the option of self exclusion, customers can call and ask to speak with a member of the Gaming Management team at **The Reef Hotel Casino** on **07 4030 8830**