

Self exclusion is confidential

Customers can be assured that details of self exclusion orders will remain confidential at all times. The only staff members that will know of your exclusion are those that need to. Customers who ban themselves a second time are highly unlikely to have their exclusion order lifted. Star City believes that these customers, who have a recurring gambling problem, should pursue other recreational activities.

Approaching the Casino Control Authority

As previously mentioned, you may apply to the Casino Control Authority to be excluded from the casino. You can contact the CCA by telephone on 9777 9686 or you can attend the Government Inspectors Office on the Mezzanine level of the Star City Casino complex. You can also contact the Casino Control Authority at their head office by telephone on 8234 8800 or you can attend the office at Level 17, 309 Kent Street, Sydney, during business hours.



If you think you may have a gambling problem, the Casino Control Authority encourages you to contact a G-line counsellor on 1800 633 635 for assistance.

SELF EXCLUSION PROGRAM

IS GAMBLING A PROBLEM FOR YOU?

Are **you** in control of your gambling?

Do **you** gamble more than you can afford?

Do **you** borrow money to gamble?

Do **you** gamble to win back losses?

Does **your** gambling affect your family and friends?

If you answered **yes to any** of these questions you may have a gambling problem.

FOR INFORMATION, COUNSELLING AND REFERRAL CALL G-line (NSW) - 24 hours a day, 365 days a year

Freecall - 1800 633 635



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.

Star City recognises that some customers experience gambling problems and are unable to control their spending. Star City has a comprehensive problem gambling program in place to provide help to those who need it. The BetCare counselling service has been engaged by Star City to provide a free, specialist and confidential counselling service for people with gambling problems and their families.

In addition the service can provide financial counselling and family counselling. The contact details for BetCare are:

City: Level 11, 60 Margaret St, Sydney
Phone: Free call 1300 135 600

Parramatta: 67 O'Connell St,
Phone: Free call 1300 135 600



Alternatively you may wish to contact G-line (NSW) a problem gambling information, counselling and referral helpline on 1800 633 635 (TTY 1800 633 649). This is a 24 hour confidential service.

What is the Self Exclusion Program?

The self exclusion program is designed for customers who think that they may have a gambling problem to ask the casino operator or the Casino Control Authority to exclude them from the casino. Quite simply, this means a customer can ask to be banned from returning to the casino. Star City encourages any customer who believes that they 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.

It is an easy process and there is no need for those taking up this option to explain why they don't want to return to Star City.

Once a customer is excluded, they are prohibited from entering the 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 yourself

Customers wishing to self exclude themselves from the casino can either:

- Approach a casino host at a host desk on the Main Gaming Floor or in the Endeavour Room, Platinum or Gold Suites
- Approach a security officer at any entrance to the gaming areas or
- Contact the Casino Control Authority on 9777 9686

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 take you to an interview room where you will be photographed for our records. These photographs are signed by you and witnessed by our security staff. The photo is to assist our staff in identifying you. You will be asked to sign a form that acknowledges that you are prohibited from returning to Star City. You will also be provided with an information package containing contact details for gambling counselling services available in NSW, including BetCare counselling services.

Applicants will be issued with an exclusion order, which outlines the process for having the order lifted.



How long is the self exclusion?

It is Star City's policy that all self exclusion orders remain in place for a minimum period of twelve months. This is to ensure there is an adequate 'cooling off' period when customers are encouraged to seek counselling and/or 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 Star City. You will also be required to attend a counselling session with a recognised problem gambling counsellor, and submit an assessment from the counsellor.

The exclusion order also points out that casino staff have the authority to remove you from the casino while the exclusion order is in force.

Star City recommends that customers who ban themselves seek professional advice before seeking to have their order lifted.

Customers 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?

While Star City is committed to helping all self excluded customers, it cannot guarantee that our staff 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 casino whilst the order is in force. You are also encouraged to seek the support and assistance of problem gambling counsellors.