



# Problem Gambling Counselling & Self-Exclusion Scheme

Not valid without original holographic label.

# 2017

Certificate expires 31.01.18

## COUNSELLING

This hotel has an arrangement with GameCare for the provision of problem gambling treatment services for its patrons.

If gambling is causing you problems and you would like to arrange a face-to-face appointment for self-exclusion or counselling, please contact a GameCare Representative on **1800 99 77 66** for further information.

Alternatively, call Gamblers Help on **1800 858 858** to find your nearest Responsible Gambling funded counsellor who can assist you with your counselling and self-exclusion needs.

## SELF-EXCLUSION

GameCare provides a free service that allows you to voluntarily ban yourself from all or part of this and other venues where gaming occurs – in geographical areas surrounding where you live, work or socialise.

Self-exclusion means you are denying yourself the right to play gaming machines in the clubs and hotels you nominate. This service is provided on behalf of this hotel by the Australian Hotels Association NSW.

You can achieve a self-exclusion either with your local gambling counselling service or at your local club.

For more information, contact our 24-hour toll-free Self-Exclusion Information service on **1800 99 77 66**.

## HOTEL GAMING CODE OF CONDUCT

1. Abide by all Acts and Regulations applicable to the delivery of gaming in the state of NSW and support all legislation passed by the NSW Parliament.
2. Ensure that gaming machine play is conducted as an ancillary activity of traditional hospitality services.
3. Assist patrons who have (or are at risk of developing) a gambling problem by participating in, and actively promoting, the GameCare state-wide Self-Exclusion program.
4. Ensure that all staff are aware of their obligations relating to the GameCare Self-Exclusion program including respecting the confidentiality of self-exclusion participants and not disclosing any related information to another person unless in the exercise of their duties.
5. Display signage promoting the GameCare accredited counselling service as part of directing patrons-in-need to professional support services.
6. Conduct gaming services business in a manner that precludes persons who (a) may indicate signs of intoxication and/or (b) are known to be self-exclusion participants.
7. Prohibit any form of patron credit being available for gaming machine play.
8. Actively promote awareness among all hotel staff of Clause 30 in the *GMR* requirement for payment of large collects (over and above the 1<sup>st</sup> \$5000 in cash from each session of play) to be paid in cheque and when requested by patron, to provide the entire collect by cheque.
9. Ensure that all staff working in gaming rooms complete an accredited Responsible Conduct of Gambling course and Responsible Service of Alcohol course.
10. Clearly mark out gaming machines that are out-of-order to avoid customer confusion and disappointment.

This GameCare member hotel meets the requirements of Clauses 52–53 of the *Gaming Machines Regulation 2010 (NSW) ('GMR')* for the provision of a Problem Gambling Counselling Service and Self-Exclusion Scheme.

John Whelan, AHA NSW CEO

Licensee

# 1544

Responsible Gambling Register  
Compliance Number

# AHA NSW

AUSTRALIAN HOTELS  
ASSOCIATION  
NEW SOUTH WALES