

Step by step remote self-exclusions guide for Gambling Help Services

This guide outlines the process a Gambling Help Service (GHS) should follow to assist a person to self-exclude from a venue, without the person physically attending the venue.

This process can be used at any time, including prior to gaming venues reopening after COVID-19 business closures.

STEP 1

Initial discussion and information gathering

- Explain to the person that self-exclusion is for a **5-year period** and can only be revoked within the initial **24-hour cooling-off period** or **after 12 months** if the person completes **Form 3C Revocation notice: self-exclusion order**
- A person can exclude from a gambling venue, part of a venue or gambling product (e.g. they can just exclude from the gaming area)
- Ask the person to complete the **Remote self-exclusion authority and identification form**
- Take a clear digital colour photo of the person (head and shoulders shot)
- Take a copy of the person's photo identification

STEP 2

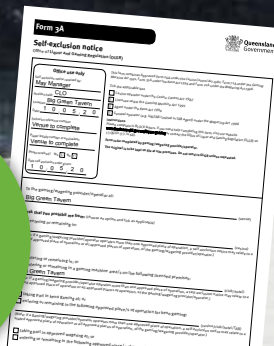
Complete Form 3A Self-exclusion notice

- Complete the person's details on page 2 of **Form 3A Self-exclusion notice**. Include email address for patron and GHS
- Ask the person to sign and date form
- GHS representative to print name as the witness
- GHS representative to photocopy **Form 3A** the required number of times (i.e. no. of venues nominated) and complete page 1 with the individual venue name/s
- Where the person wants to exclude from multiple venues, these should generally be close to the person's home or workplace. No more than 30 venues should be included as having a large number of exclusions can adversely impact the effectiveness of a manual identification system

STEP 3

Send the Form 3A Self-exclusion notice and related documents to the venue/s

- Contact the relevant venue/s to confirm their email address and contact person to receive **Form 3A Self-exclusion notice**
(Please note: for TAB agencies, remote self-exclusion notices should be sent to RGWagering@tabcorp.com.au and will be processed by Tabcorp's Responsible Gambling team)
- Email the **Form 3A, Remote self-exclusion authority and identification form**, electronic copy of the digital colour photo and copy of the person's photo ID to the venue/s
- Title the email: **"URGENT - NEW REMOTE SELF-EXCLUSION NOTICE"**
- In the body of the email state that the completed **Form 3B Self-exclusion order** is to be emailed to the person and the GHS
- The venue/s must send the person the completed **Form 3B Self-exclusion order** promptly
- The 24-hour cooling-off period begins when the venue sends back the **Form 3B Self-exclusion order** to the person and GHS
- Provide a copy of **Form 3B Self-exclusion order** to the person if required
- GHS is to keep a copy of all forms and documents for their records



Form 3A

Self-exclusion notice

Office of Liquor and Gaming Regulation (OLGR)

Office use only

Self exclusion notice received by:

May ManagerPosition held: **CLO**Location: **Big Green Tavern**Date: **1 0 / 0 5 / 2 0**

Exclusion reference number:

Venue to complete

Player loyalty number or equivalent:

Venue to completePhoto received? Yes ☒ No ☐

Date self exclusion order given:

1 0 / 0 5 / 2 0

This form combines Approved Form 26A under the *Casino Control Act 1982*, Form 72A under the *Gaming Machine Act 1991*, Form 35A under the *Keno Act 1996* and Form 22A under the *Wagering Act 1998*.

Tick the applicable box

☐ Casino operator under the *Casino Control Act 1982*☒ Licensee under the *Gaming Machine Act 1991*☒ Agent under the *Keno Act 1996*☒ General operator (e.g. UNITAB Limited or TAB agent) under the *Wagering Act 1998***Instructions**

Please complete in BLOCK letters. If you need help completing this form, visit our website www.business.qld.gov.au/liquor-gaming or contact the Office of Liquor and Gaming Regulation (OLGR) on 13 QGOV (13 74 68).

Form to be completed by gaming/wagering provider/operator.**The original is to be kept on file at site premises. Do not send to OLGR unless requested.**

To the gaming/wagering provider/operator at:

Big Green Tavern (venue)**I ask that you prohibit me from:** (choose an option and tick as applicable)☐ entering or remaining in:

(casino)

(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)

or☒ entering or remaining in; or☐ entering or remaining in a gaming machine area/s on the following licensed premises:**Big Green Tavern** (casino/club/hotel/TAB)

(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)

☐ taking part in keno gaming at; or☐ entering or remaining in the following approved place/s of operation for keno gaming:

(casino/club/hotel/TAB)

(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)

☐ taking part in approved wagering at; or☐ entering or remaining in the following approved place/s of operation for approved wagering:

(casino/club/hotel/TAB)

(Note: If a gaming/wagering provider/operator operates more than one approved place of operation, a self-exclusion notice may relate to a stated approved place of operation or all approved places of operation, of the gaming/wagering provider/operator.)

Patron's detailsFamily name: **Citizen**Given name(s): **Jon**Alias(es): **N/A**Date of birth: **0 1 / 0 1 / 7 0**Address: **99 Maine Street, Town Square, QLD**Postcode: **4555**

Phone no (business):

Phone no (private):

Mobile **0409 999 999**Email: **jon@citizen.com.au** / GHS office email address

I am asking for this exclusion for the following reasons:

I no longer wish to gamble**Provision of recent photo**

1. If the self-exclusion relates to a casino, this notice must be accompanied by a recent photo as required by S91N(2) of the *Casino Control Act 1982*. The casino operator will usually arrange for this photo to be taken.

2. If the gaming/wagering provider/operator requests a photo to confirm your identity, you must provide a recent photo.

Recent photo provided

Yes ☒ No ☐

Signature of patron:

Date: **1 0 / 0 5 / 2 0**

Signature of witness:

Date: **1 0 / 0 5 / 2 0**

Note: Witness may be gaming/wagering provider/operator or a person nominated by the patron.

Name of witness: (please print) **GHS representative to print name (e.g. Ian - GHS Logan)**

**SAMPLE
FORM
3A**