

Looking Outside of the Box: A Creative Approach to Self-exclusion in QLD

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Self-exclusion in Australia

- There are currently 15,000 exclusion agreements in place in Australia. These represent only about 9% to 17% of the problem gambling population (Productivity Commission, 2010)

Queensland Casino Self-Exclusion Statistics

- Table 1 – Summary of Queensland casino gambling related exclusions for July 2012 to June 2013

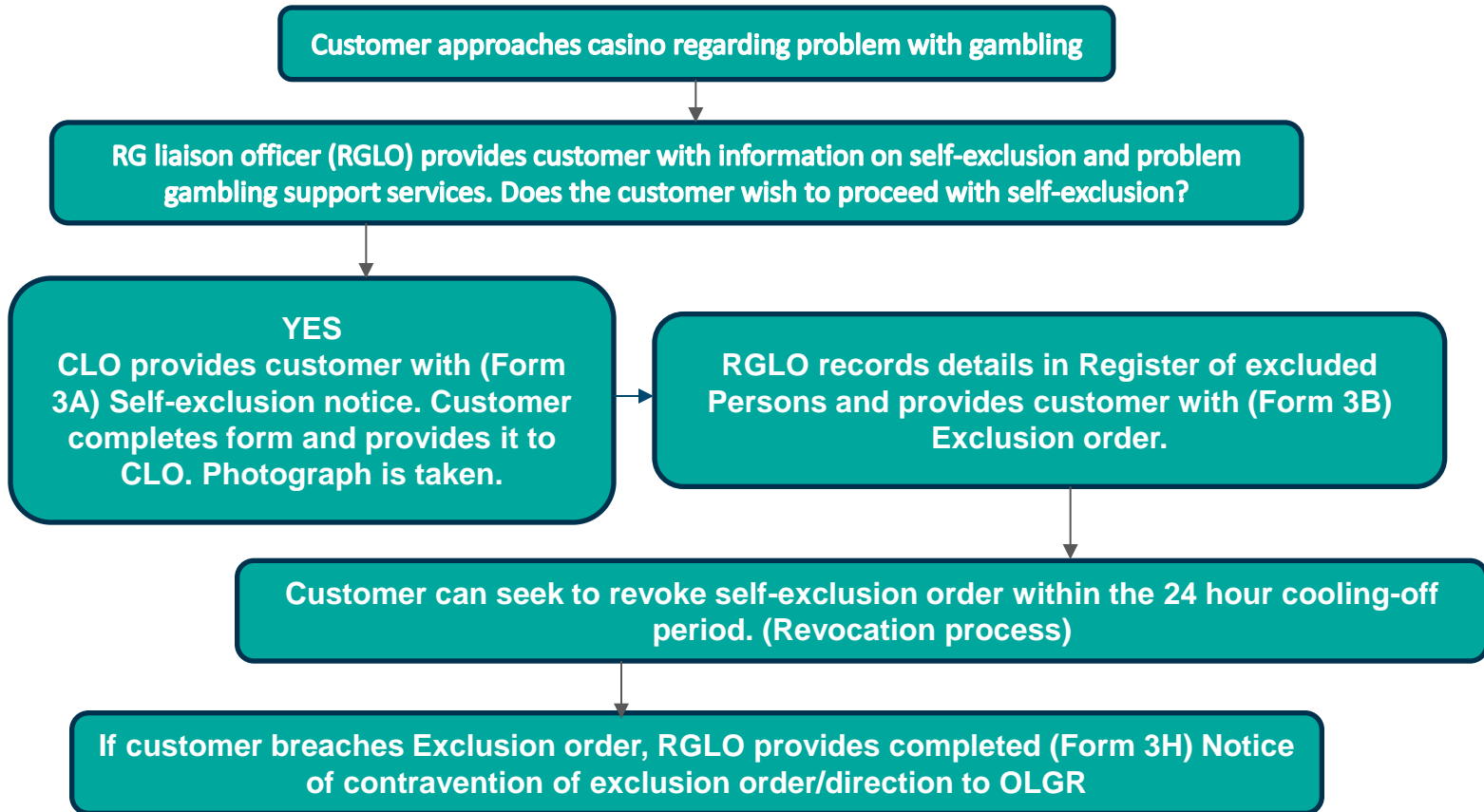
Gambling operators	Self-exclusion Orders	Venue exclusion Directions	Total
Casinos 4	306	2	308

Self-exclusion in Queensland

Principal regulatory framework:

- Casino (*Casino Control Act 1982*)
- Clubs & Hotels with gaming machines (*Gaming Machine Act 1991*)
- Keno (*Keno Act 1996*)
- Wagering (*Wagering Act 1998*)
- Regulator - **Office of Liquor and Gaming Regulation**
- The mirror legislation provides the right to self-exclude and authority to issue venue-initiated exclusions for problem gambling

PATHWAY FOR CASINO SELF-EXCLUSIONS IN QUEENSLAND



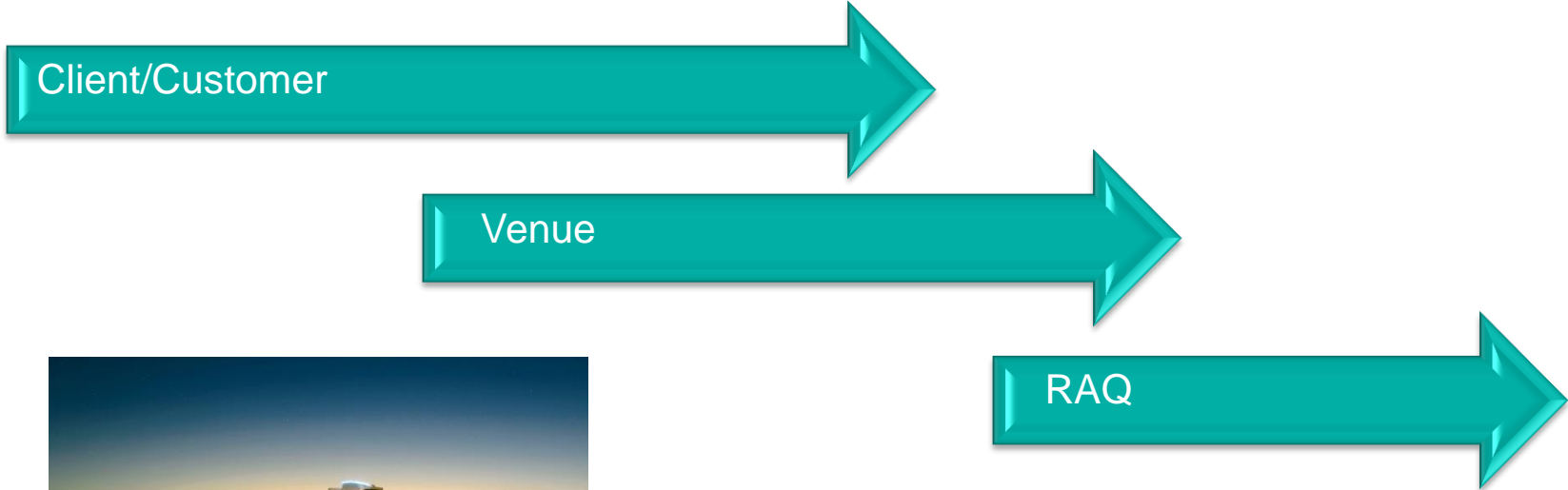
Aim

- A collaborative pilot project between industry, government and community
- Harm minimisation strategy
 - aimed to enhance and improve the self-exclusion process for clients and venues
 - RGNET Sunshine Coast Area – June 2012 was the inspiration for the proposal

Barriers and Limitations to Self-Exclusion

- Qualitative Australian evaluations have identified a number of limitations:
 - Problem gamblers discouraged due to barriers such as shame and embarrassment (*Productivity Commission, 2010*)
 - Unsupportive venue staff (*O'Neil et al., 2003*)
 - Venue staff may face lack of experience & support in administration processes (*O'Neil et al., 2003*)
 - Self-exclusion aims to prevent access to gambling rather than address factors contributing to impaired control (*Blaszczynski, Ladouceur & Nower, 2007*)
 - Self-exclusion programs do not provide enough support or treatment links (*The Responsible Gaming Council, 2008*)

Remotely Assisted Self-Exclusion Model



Verification of Identity

- Identification of client/customer through presentation of photo ID
- Verification of authenticity of ID
- Actual taking of a digital photo
- Completion and Service of documentation
- Witnessing of signatures

Relationships Australia

Remotely Assisted Self-exclusion -
Verification of Identity & Acknowledgement of Service
Case No.

To: Patron Liaison Manager _____ (casino)
Address: _____

I, _____ as a representative of Relationships Australia Queensland (RAQ) verify that the attached documents are true and correct originals/copies as follows:

- (a) Form 3A Self-exclusion Notice, witnessed by me (original)
- (b) Form 3B Self-exclusion Order (copy)
- (c) Conditions of Re-entry, witnessed by me (original)
- (d) Self-exclusion Information – The Star, witnessed by me (original)
- (e) Photo ID provided by client/casino customer at time of appointment (copy)
- (f) Colour digital photo taken of client/casino customer at time of appointment (copy)

AND FURTHER that the Form 3B Self-exclusion Order has been signed by the client/casino customer in the "Acknowledgement of Service" section and original has been provided to the client/casino customer.

Signed: _____
Date: _____

RAQ Verification of Identity Form VERSION NO 2
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What are the benefits ?

- Increases uptake of self-exclusion
- Reduces embarrassment for clients
- Supportive process for clients
- Link between self-exclusion and treatment
 - Assist to address the contributing factors of PG not just prevent access
- Secure process for venues
 - verification of Identity process
- Catalyst for building better relationships between industry and the community

Outcomes

- **Positive client feedback**
 - A client/customer on the Gold Coast who used the program to exclude from Jupiters, Treasury & Townsville casinos was very appreciative of an alternative to going to a casino to exclude himself.
 - Gympie case
 - Sunshine Coast case

What are the barriers ?

- Limited knowledge about the program
 - resulting in limited participation
- GHS staff are not convinced about the effectiveness of self exclusion
- Some venues prefer face to face exclusion so they deal directly with the customer
- Remote assisted self exclusion adds administrative tasks to both the gaming venue and the GHS

Moving Forward

- **Counsellor education**
 - Promoting benefits of supported self-exclusion as an intervention
- **Advertising**
 - Targeted at CALD communities (as RAQ can offer translation services)
 - Financial counsellors
- **More venues (clubs and pubs) to participant in the pilot**
- **Explore regional self-exclusion in combination with remotely assisted self-exclusion as another option**

Implications

- **Commitment by both industry and community to improving the self-exclusion process**
- **Builds better relationships between industry and community**
- **Provides better support for the client**

To Contact us

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