

Suggested Self-Exclusion Checklist

1. Provide the patron with the option of exclusion from your premises.
2. Listen to patron requests carefully and discreetly referring any enquiries for self-exclusion to an appointed Community Liaison Officer (CLO) for the premises.
3. Treat the enquiries in a confidential manner.
4. The CLO should explain the purpose of the self-exclusion program to persons seeking self-exclusion, and offer the option of referral to an appropriate counselling or support service.
5. The CLO (or the support service, if referred) should assist the patron to fill in the Licensing NT prescribed Self-Exclusion Notice. If necessary, and provide a copy of the premise/ provider Privacy Policy.
6. A photo needs to be supplied as part of the Notice.
7. The CLO should support and encourage the patron to self-exclude from other venues.
8. In the event of a third party request for self-exclusion, the CLO should explain self-exclusion process and provide relevant Notice, information (including relevant support/counselling services and premise/ provider Privacy Policy) and explain that the person to be excluded must complete and sign the Notice for themselves.
9. For a third party request, provide the prescribed Self-Exclusion Notice for completion. This Notice includes the stated wish of the patron to be excluded from the gambling area/s or the entire venue, and requests a photo is taken and included as part of the Notice.
10. When a completed Self-Exclusion Notice is returned, the CLO must inform staff of the self-exclusion. Signed forms must be stored securely and confidentially in the Responsible Gambling Incident Register and a copy of the front page of the Notice (including photo) should be placed clearly (eg on a wall) in the back of the house area to assist staff to recognize excluded customers.
11. When the completed Self-Exclusion Notice is provided by the patron, provide them with details of local community support groups/counselling services.
12. Record all events and discussions about the matter in the Responsible Gambling Incident Register.
13. Do not send any promotional material to the excluded patron, and remove the person from all mailing lists if they exist.
14. Where the premises/ venue is an agent for another gambling provider (eg UBET, NT Keno, Tattersall's Lotteries), send copies of the Self-Exclusion Notice (and photograph) to the relevant community liaison/ responsible gambling manager for the provider.