

Accessing information about responsible gambling, pre-commitment strategies and problem gambling

Information about

- how to manage your money
- responsible gambling
- how to make and keep pre-commitment decisions
- how to self-exclude
- the restrictions on cash payment of winnings &/or
- provision of credit

is available from the following websites:

www.moneysmart.gov.au
www.problemgambling.vic.gov.au
www.gamblershelp.com.au
www.vcglr.vic.gov.au
www.mgv.org.au
www.ahavic.com.au
www.ccv.net.au

These sites have valuable information for gamblers and their families and friends.

Do you need to talk to someone about your gambling? For free and confidential advice, 24 hours a day, 7 days a week, contact 1800 858 858 for immediate support, or go to www.gamblinghelponline.org.au for free and confidential information, live counselling and email support.

Restrictions on cash payments

By law, winnings or accumulated credits of \$1,000 or more from gaming machines must be paid in full by cheque, which cheque must not be payable to cash.

If you wish to have winnings or accumulated credits of less than \$1,000 paid in cheque, please advise the staff.

The venue does not cash any cheques without prior arrangements, and by law the venue cannot cash cheques for any one person for more than \$400 per day or cash cheques for gaming machine winnings or credits of more than \$1,000.

Responsible Gambling Tips



Don't let gambling take over your life



Set a limit and don't exceed it



Take just your allocated amount of money



Gamble for the fun of it—not the money



Be careful about mixing alcohol and gambling



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Compliance Office

If you have any queries about responsible gambling at this venue, the Code of Conduct, or you wish to discuss or enter a Self Exclusion Program you can ask to speak with the Nominated Person at the venue or you can contact the Mercury Code Compliance Office by:

- phone
03 9008 4868 during office hours
- fax
03 9645 1124
- mail
**D3.1 63-85 Turner St
Port Melbourne 3207**
- email
codeoffice@mgv.org.au

Responsible Service of Gambling Code of Conduct Complaints Process & Self-Exclusion Programs

Commitment to Responsible Gambling

This venue is an integral part of its community.

The Management is committed to the wellbeing of its patrons, employees and the wider community that it serves. We strive to deliver all our services in a responsible and sustainable manner. As part of this commitment, we have adopted a Responsible Gambling Code of Conduct and will provide the necessary resources (financial and human) to support the proper operation of the Code at this venue and to support the Compliance Office.

The Code is designed to assist the management and staff to provide gambling in a socially rewarding, enjoyable and responsible manner.

A venue RSG Manager has been appointed to ensure compliance with the Code and the Self-Exclusion Program at this Venue, and a Nominated Person is available at all times to assist patrons with responsible gambling matters.

Patrons are encouraged to ask employees to identify the Nominated Person.

If you would like a copy of the Code please ask our friendly staff or visit www.mgv.org.au



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Gaming Self-Exclusion

Many people visit clubs and pubs every week in Victoria and for most it is an enjoyable entertainment experience. However, some people may experience problems arising from their gambling activities. For these people Community Clubs Victoria (CCV) and the Australian Hotels Association Vic. (AHA Vic) administer *Self-Exclusion Programs* as a major responsible service initiative.

How do I exclude myself?

Ask any staff member or contact one of the following:

- **AHA Vic: 9654 3491** any time
- **CCV: 8851 4949** any time

What does self exclusion involve?

Self-exclusion is free and customers' details are treated discreetly at all times.

The process for people who wish to self-exclude from venues participating in the programs is simple:

- You attend an interview and sign a deed of self-exclusion by which you undertake not to enter gaming areas of the venues you nominate to be excluded from.
- The interview can take place in Melbourne or at a regional location to suit your needs.
- Your photo is taken, which along with a letter is forwarded to the venues you have nominated.
- The deed authorises the management of the venues you have nominated to take reasonable steps to ensure you do not enter the gaming areas.
- You set the self-exclusion period which must be at least 6 months and can be up to 2 years.
- You can extend the term of your deed and/or add venues to the list of nominated venues by contacting any of the numbers above.
- Although these programs are for clubs and pubs there are protocols to assist people who wish to also self-exclude from the casino or TAB.

If you wish to self-exclude from wagering contact Tabcorp Betcare on **1800 882876**

If you wish to self-exclude from the casino contact Crown Responsible Gambling Support Centre on **1800 801098**



Independent Complaint Resolution Process (“ICRP”)

What if I have a complaint?

The ICRP is a free, effective, independent and discreet means to resolve complaints about a breach of the Code. This process includes independent arbitration by an Independent Person if the complaint cannot be resolved directly with the venue. The ICRP procedural handbook is available from the Compliance Office on request.

The Compliance Office will also assist to explore options for resolution of complaints that do not involve breaches of the Code.

To whom should I complain?

Contact the venue manager to discuss your complaint and try to reach a resolution. If you cannot resolve your complaint with the venue and you believe the venue has breached the Code, you can contact the Compliance Office to make a complaint. The Compliance Office will assist you during all stages of the process.

We suggest you telephone the Compliance Office on **(03) 9008 4868** for information about the Code and ICRP prior to registering your complaint.

Your complaint must relate to an issue within the last year and must not have been previously resolved.

How do I register my complaint?

Complete a complaint form available from the venue staff or from the Compliance Office. If you have difficulty in completing the form the Compliance Office can assist you.

Explain your complaint fully and, if possible, identify which clause/s of the Code you believe has been breached.

Forward your completed complaint form to the Compliance Office.

What happens to my complaint?

You will receive written confirmation that the Compliance Office has received your complaint.

A copy of your complaint will be forwarded to the venue by the Compliance Office. The venue then has 14 days in which to contact you and resolve the complaint.

If you and the venue are able to resolve the complaint within the 14 day period, you will be asked to sign a copy of a complaint resolution form.

The complaint resolution form will be lodged by the venue with the Compliance Office setting out the details of the resolution. You will be advised by the Compliance Office that a resolution form has been received.

If you do not agree that the complaint is resolved and you still wish to pursue the matter, you should contact the Compliance Office immediately.

What happens if my complaint is not resolved in the 14 day period?

If your complaint cannot be resolved in the 14 day period, it will proceed automatically to the next stage, and be referred to the Independent Person. The Compliance Office will facilitate this process.

The Independent Person will investigate your complaint and consider all information (written or otherwise) that is provided by you or the venue. Any written submissions received will be made available to all participants.

You may be required to attend a conference as part of the investigation.

The Independent Person is required to investigate the complaint informally and quickly.

The Independent Person will determine whether or not there has been a breach of the Code.

How will the conference be conducted?

The Compliance Office will coordinate the time and place for the conference if a conference is required.

Only those directly involved can attend, however you may bring a support person with you.

If you wish, at your cost, another person, such as a lawyer, can represent you.

The conference will be conducted as informally as possible and be fair to all participants.

Determination of my complaint

The Independent Person will provide the Compliance Office with a written conclusion as to whether or not the venue has breached the Code, including reasons and recommendations for remedy (if any).

The Compliance Office will forward a copy of the conclusion including reasons and recommendations to you and the venue.

The Compliance Office will maintain data regarding your complaint and the investigation of your complaint for the purposes of monitoring by the VCGLR.

How can I maintain my privacy?

On the complaint form you can indicate that you do not wish to be identified in the Independent Person's conclusions. The Compliance Office will use its best endeavours to ensure that your request for privacy is honoured.