

Form 3H

Notice of contravention of self-exclusion order/ exclusion direction



Queensland
Government

Casino Control Act 1982, s.100(d) • Gaming Machine Act 1991, s.261(k) • Keno Act 1996, s.154(l) • Wagering Act 1998, s.216(l)
• V3 October 2024

Office use only

Exclusion reference number:

.....

Player loyalty number or
equivalent:

.....

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

Instructions

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

Privacy statement – please read

OLGR is collecting personal information in order to receive a notice of contravention of a self-exclusion order or exclusion direction in accordance with *Casino Control Act 1982*, s.100(d), *Gaming Machine Act 1991*, s.261(k), *Keno Act 1996*, s.154(l), *Wagering Act 1998*, s.216(l) which requires or allows for the collection of the personal information.

Send a copy of the form to OLGR within seven (7) days of contravention.

Keep the original on file on site at the venue.

Note: References to ‘person’ and ‘patron’ may be used interchangeably on this form.

Part A – Excluded patron details

Contact details of excluded patron

Family name

Given name(s).....

Date of Birth

Address

Locality/suburb State Postcode

Phone Email

Go to Part B – Exclusion details

Part B – Exclusion details

Details of exclusion

The exclusion is effective from

(the day the self-exclusion order/exclusion direction was given to the person)

The exclusion will cease on

(the day five years after the self-exclusion order/exclusion direction was given to the person)

Type of exclusion

This notice of contravention relates to a current (tick one only):

self-exclusion order

exclusion direction

Go to Part C – Incident details

Part C – Incident details (Please provide a brief overview including date, time, and details of the incident)

Attach a copy of the incident report if insufficient space is available

The incident occurred at am hour: min on _{D D} _{M M} _{Y Y Y Y}

Details

.....

.....

.....

.....

.....

Go to Part D – Contravention details

Part D – Contravention details (Tick and complete as applicable)

Club/hotel

Club/hotel name

Club/hotel address

The person named at **Part A** contravened a self-exclusion order/exclusion direction by:

- entering or remaining in any area/s of the venue
- entering or remaining in the gaming machine area/s
- taking part in keno gaming
- entering or remaining in the approved place/s of operation for keno gaming
- taking part in approved wagering
- entering or remaining in the approved place/s of operation for approved wagering

Go to Part E – Intervention

Wagering Agency (TAB retail agencies only)

Agency name

Agent details

Agency address

The person named at **Part A** contravened a self-exclusion order/exclusion direction by:

- taking part in approved wagering
- entering or remaining in the approved place/s of operation for approved wagering

Go to Part E – Intervention

Casino

Casino name

Casino address

The person named at **Part A** contravened a self-exclusion order/exclusion direction by:

- entering or remaining in any area/s of the casino
- taking part in keno gaming
- entering or remaining in the approved place/s of operation for keno gaming
- taking part in approved wagering
- entering or remaining in the approved place/s of operation for approved wagering

Go to Part F – Control system compliance

Part E – Intervention (to be completed by club/hotel licensees and wagering providers (TAB retail agencies only))

Please tick one only as applicable

As a result of the venue having reasonable measures and controls in place, the **excluded patron was identified within 10 minutes** and appropriate action was taken.
Go to Part H – Supporting documentation

As a result of the venue having reasonable measures and controls in place, the **excluded patron was identified within 11–30 minutes** and appropriate action was taken.
Go to Part G – Incident particulars

The excluded patron was **not** identified within **30 minutes**.
 You **must** complete and attach the *Managing gambling exclusions checklist* (the checklist) with this form (unless you have already completed the checklist within the last 12 months).
 A copy of the checklist can be found at **Attachment A** of this form or online at www.business.qld.gov.au/gambling-exclusions-checklist

Have you lodged a copy of the checklist (completed within the last 12 months) with OLGR as part of a previous Form 3H – Notice of contravention of self-exclusion order/exclusion direction?

Yes – you **do not** need to lodge the checklist with this form.
 Please complete the dates below:

- The checklist was completed (must be within the last 12 months): _D _D _M _M _Y _Y _Y _Y
- The checklist was last lodged with OLGR: _D _D _M _M _Y _Y _Y _Y

No – you **must** complete the checklist **Attachment A** and attach it to this form.
 I have enclosed/attached a copy of the checklist with this form.
Go to Part G – Incident particulars

Part F – Control system compliance (to be completed by casino operators only)

Casinos only

Has the casino complied with all exclusion-related controls within the casino’s approved control system?

Yes

No – please provide details below (attach additional pages if insufficient space is available)

.....

.....

Go to Part G – Incident particulars

Part G – Incident particulars

Timing	<p>How long was the patron in the area/s from where they are excluded before being detected? Please provide details (attach additional pages if insufficient space is available):</p> <p>.....</p> <p>.....</p>
Participation	<p>Did the patron participate in gambling? This includes wagering, casino games, keno, and/or gaming machines.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, was the patron paid any winnings?</p> <p><input type="checkbox"/> Yes: \$</p> <p><input type="checkbox"/> No</p>
Identification	<p>How was the patron identified? For example, venue alert via facial recognition technology, CCTV, staff monitoring, patron presented for payment, etc. Please provide details (attach additional pages if insufficient space is available):</p> <p>.....</p> <p>.....</p>
Action taken	<p>What action was taken when the patron was identified? Please provide details (attach additional pages if insufficient space is available):</p> <p>.....</p> <p>.....</p>
Procedures and measures	<p>Did staff follow all relevant procedures and measures with respect to this incident?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No – please provide details below (attach additional pages if insufficient space is available)</p> <p>.....</p> <p>.....</p> <p style="text-align: right;">Go to Part H – Exclusion forms</p>

Part H – Exclusion forms

You must attach a copy of the exclusion forms relating to the contravention. Please tick as applicable:

Self-exclusion/ exclusion direction	For contravention of a self-exclusion:	For contravention of an exclusion direction:
	<p>I have attached a copy of:</p> <p><input type="checkbox"/> Form 3A – Self-exclusion notice, and <input type="checkbox"/> Form 3B – Self-exclusion order</p> <p style="text-align: center;">Go to Part I – Supporting documentation</p>	<p>I have attached a copy of:</p> <p><input type="checkbox"/> Form 3D – Exclusion direction</p> <p style="text-align: center;">Go to Part I – Supporting documentation</p>

Part I – Supporting documentation

Please provide a copy of the relevant CCTV footage and the policies and procedures for the venue with this form.

If you choose not to submit copies at this time, you **must** retain a copy of these on file for presentation to OLGR if requested (for example, when OLGR attends the venue for compliance activities).

CCTV footage	I have (tick one only): <input type="checkbox"/> attached a copy of the CCTV footage, or <input type="checkbox"/> retained a copy of the CCTV footage on file
Policies and procedures	I have (tick one only): <input type="checkbox"/> attached a copy of the venue's policy and/or procedures, or <input type="checkbox"/> retained a copy of the venue's policy and/or procedures on file <p style="text-align: right;">Go to Part J – Declaration</p>

Part J – Declaration

This part must be completed by a person authorised to act on behalf of the licensee, operator, or agent.

I, ,
(full name) (position)

at,
(trading name of venue)

declare that the contents of this form are true and correct to the best of my knowledge.

Where applicable, I have stated the source/s of the information and provided the ground/s for my belief/s, comments and/or opinions.

I understand that OLGR may seek further proof of the information set out in this form and that it is an offence under the *Casino Control Act 1982*, *Gaming Machine Act 1991*, *Keno Act 1996* and *Wagering Act 1998* to provide false or misleading information.

Signature Date

Attachment A

Managing gambling exclusions checklist

You **must** complete and attach this checklist if required at **Part E** of the **Form 3H—Notice of contravention of self-exclusion/exclusion direction** (unless you have already completed the checklist within the last 12 months and provided a copy to the Office of Liquor and Gaming Regulation).

Alternatively, you can complete and print this checklist online at www.business.qld.gov.au/gambling-exclusions-checklist. You can use this checklist to assess whether you and your staff are taking reasonable steps to identify and prevent excluded patrons from entering, or remaining in, your venue or gambling areas. We encourage all gambling providers to complete it to ensure they're following best practice in managing gambling exclusions.

The checklist is relevant to gaming machine, wagering and Keno providers (not casinos). It's based on the reasonable steps (including the 'foundation' and 'additional' measures) in Gaming guideline G16—Preventing excluded persons entering or remaining on licensed premises, which includes 'foundation measures' and 'additional measures'. A copy of the guideline can be found at www.business.qld.gov.au/gaming-guidelines

Instructions

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Keep the original on file on site at the venue.

Part A – Venue details

Trading name of venue:

Go to Part B – Checklist details

Part B – Checklist details

Date checklist completed

Date:
D D M M Y Y Y Y

Go to Part C – Foundation measures

Part C – Foundations measures (Gambling providers must complete this section)

Exclusion register

- This venue keeps a register of excluded persons.
- This venue keeps photos of excluded patrons in an obvious place (unable to be seen by the public) for staff to familiarise themselves with excluded patrons.

Procedures

- This venue has documented procedures for identifying excluded patrons and their exclusion areas.
- This venue has documented the measures we use to prevent excluded patrons from entering or remaining in exclusion areas.
- This venue has a documented procedure outlining the appropriate timeframes for regularly reviewing the list of excluded patrons.
- This venue has a documented process for alerting staff about newly excluded patrons.
- This venue has a documented process for frequently alerting staff about high-risk excluded patrons.
- This venue has documented instructions for removing patrons in a timely, orderly, and sensitive way when they're identified breaking their exclusion orders or directions.
- Staff of this venue help excluded patrons access Gambling Help services, including by giving patrons the services' contact details and offering to help them contact the services
- This venue's procedures ensure each exclusion breach is reported to OLGR.
- This venue prominently displays signage highlighting the consequences of breaching an exclusion in the venue, including the gambling areas.

Training	<input type="checkbox"/> This venue has a documented training schedule for relevant staff <input type="checkbox"/> All relevant staff have received initial training in their responsibilities around patron exclusions, including how to intervene, remove and support excluded patrons who are identified in an exclusion area. <input type="checkbox"/> All relevant staff undergo regular refresher training and get periodic reminders of their responsibilities around managing patron exclusions. <input type="checkbox"/> This venue has documented the frequency of reminders to staff.
Governance	<input type="checkbox"/> This venue has sufficient management oversight to be satisfied that our exclusion measures are being followed. <input type="checkbox"/> This venue periodically reviews our documented exclusion procedures and implement identified improvements.
Patron accounts	<input type="checkbox"/> This venue cancels or disables an excluded patron’s card-based gaming account and player loyalty account when the exclusion takes effect (where applicable). <input type="checkbox"/> This venue periodically checks that excluded patrons haven’t been able to reactivate their accounts or open new accounts.
Advertising and promotions	<input type="checkbox"/> This venue removes excluded patrons from our promotional mailing lists—post, email and SMS—and social media.
Ongoing monitoring	<input type="checkbox"/> Staff of this venue regularly sweep the gaming machine areas to identify excluded patrons. <input type="checkbox"/> Staff of this venue regularly monitor CCTV to identify excluded patrons (only applicable if the venue has CCTV). <input type="checkbox"/> Staff of this venue check for excluded patrons when paying out winnings—for example, jackpots and manual payments.
IT systems in clubs (Licensed clubs only)	<input type="checkbox"/> This venue uses member and visitor registration systems to help identify excluded patrons. <input type="checkbox"/> This venue cancels or suspends a patron’s membership for the exclusion period if they’re excluded from the entire club. <input type="checkbox"/> This venue’s system has the capability to add a flag or notification against the excluded patron’s name, which can be seen by relevant staff. <input type="checkbox"/> This venue uses this capability.

Go to Part D – Additional best practice measures

Part D – Additional best practice measures

We recommend these measures be adopted by venues with a high risk of gambling harm or the resources to implement them. Completion of Part D is voluntary. If you do not wish to complete the section of these measures do not apply to your venue, please cont

Additional measures	<input type="checkbox"/> Management and staff of this venue regularly discuss our commitment to supporting excluded patrons—this includes reviewing the exclusion register and photos of excluded patrons and reminding staff of exclusion expiry dates. <input type="checkbox"/> This venue has a system to manage and investigate complaints about excluded patrons, including claims that breaches are occurring undetected. <input type="checkbox"/> This venue uses our investigation findings to improve our practices and procedures.
Incorporating technology	<input type="checkbox"/> This venue has facial recognition technology installed, which is used to detect excluded patrons. <input type="checkbox"/> This venue’s facial recognition technology immediately alerts relevant staff if an excluded patron is detected in an exclusion area. <input type="checkbox"/> This venue’s software systems—membership card, point of sale and payment systems etc—are integrated to help identify excluded patrons.

Go to Part E – Declaration

Part E – Declaration

This must be completed by a person authorised to act on behalf of the licensee, operator, or agent.

Name Position.....

Trading name of venue

Signature Date