## In-person self-exclusion flow chart

In-person self-exclusion Patron approaches venue regarding a problem with gambling.

Customer liaison officer (CLO) provides patron with information on self-exclusions and problem gambling support services. Does the patron wish to proceed with self-exclusion?

Yes No CLO completes Gambling-related incident report CLO provides patron with Self-exclusion notice CLO evaluates risk and determines appropriate (Form 3A). Patron completes form and provides action. Should the patron be excluded by the it to CLO with a recent photo. venue? CLO provides patron with *Self-exclusion order* Yes No (Form 3B). CLO records details in *Register of* excluded persons (Form 3G). CLO processes If consent given, (venue-initiated) patron may be If patron breaches exclusion direction. placed on an active If patron seeks to Self-exclusion Refer to Venue-initiated monitoring program revoke Self-exclusion order, CLO provides exclusion flowchart for a minimum period order within the completed *Notice* of 6 months to 24 hour coolingof contravention of determine if patron off period, refer to self-exclusion order/ is at risk and whether **Revocation process** exclusion direction a (venue-initiated) flowchart (Form 3H) to OLGR. exclusion direction should be explored. Refer to Venue-initiated

Refer to *Venue-initiated exclusion flowchart* for further information.