

Responsible Gambling



responsiblegambling

BET WITH YOUR HEAD NOT OVER IT

Burswood Entertainment Complex actively promotes the responsible service of gambling.

Our aim is to enable people to make informed decisions about gambling, and to provide our services in a manner that minimises the potential for harm. For an individual, responsible gambling is about making sensible choices based on current life circumstances.

Burswood's Commitment to Responsible Gambling

Burswood recognises that whilst the vast majority of its customers enjoy their gaming activities in a safe and responsible manner, there is a small percentage of customers for whom gambling has become, or has the potential to become, a problem too large to overcome by themselves.

Since commencing operations in late 1985, Burswood has been committed to responding to, and supporting, these customers.

Burswood's Mission Statement

Burswood is committed to providing responsible gambling services through the provision of effective and responsible gambling programmes, information, assistance and services.

Responsible Gambling Code of Practice

Burswood's responsible gambling initiatives are aimed at minimising the potential risk for the small number of customers who may develop difficulties associated with their gambling behaviours. This includes the creation of an environment where gaming is a safe and comfortable entertainment experience for all our customers. Burswood's responsible gambling programme is further detailed in our 'Responsible Gambling Code of Practice' which has been endorsed by the Gaming and Wagering Commission of WA.

Problem Gambling

At Burswood, we believe playing Casino games should be an enjoyable entertainment experience.

For the vast majority of people, it is. Occasionally, however, some players may encounter problems.

When gambling ceases to be a source of pleasure, or becomes an excessive, uncontrollable activity, the player and/or their family, friends and work colleagues can feel the damaging effects.

Problem gambling generally refers to a situation where a person's problem gambling behaviour gives rise to harm to themselves, and/or to their family, and may extend into the community. If you, or someone you care about, display the signs and symptoms of problem gambling, help is readily available.

Signs of Problem Gambling

- A strong, uncontrollable urge to gamble;
- Repeated unsuccessful attempts to reduce or stop gambling;
- Spending more money and/or time on gambling activities;
- Than originally intended;
- Chasing your losses;
- Gambling whenever money is available;
- Lying to family members, friends or employers to hide your gambling activities;
- Gambling becomes more important than relationships and activities; and
- Breaking the law by committing forgery, fraud, or theft etc to finance gambling activities.

Gambling problems? You're not alone.

If you would like to talk to someone about your gambling habits, or perhaps those of someone you care about, help is only a phone call away.

Private and confidential counselling services are offered to all Casino customers.

A number of services and agencies exist that offer various forms of assistance to people experiencing problems with their gambling behaviours. Burswood works cooperatively with these services to ensure the best possible solutions for customers seeking assistance.

Free and confidential advice is available.

Gambling Help WA is a not for profit organisation delivering a wide range of services from office locations in Perth, Bunbury, Mirrabooka, Joondalup and Kalgoorlie. All staff are experienced in helping people who have problems with their gambling.

Established by the Gaming & Wagering Commission of Western Australia in 1995, the programme is sponsored by:

- Burswood Entertainment Complex;
- Lotteries Commission of WA;
- Racing and Wagering Western Australia; and
- WA Bookmakers Association.

To make an appointment for either a day or evening counselling session, call Gambling Help WA on 9325 5133 and ask to speak with the Client Liaison Officer.

Alternatively, the Problem Gambling Helpline offers 24-hour telephone counselling.

The Problem Gambling Helpline is a 24 hour confidential telephone counselling and referral service.

Calls can be made by anyone who would like to know about gambling related problems and how to deal with them.

Contact Gambling Help WA or the Problem Gambling Helpline

- Gambling Help WA (08) 9325 5133 (during business hours) or visit www.centrecare.com.au
- Problem Gambling Helpline 1800 622 112 (24 hour service)

It is important to remember that Gambling Help WA and the Problem Gambling Helpline will not judge or discriminate. Their role is to assist in identifying the problem areas and to provide helpful practical advice to overcome these problems.

Self-Exclusion

As part of our commitment to responsible gambling practices, you may wish to consider our self-exclusion programme.

Customers may seek self-exclusion from the Casino for a number of reasons including:

- Creating an opportunity to stop or control their gambling;
- Preventing themselves from entering the Casino and the risk of further financial loss and other associated problems;
- Proving to their family, friends or employers that they have taken a positive step to prevent further Casino gambling activities; and/or
- Gaining some self-esteem and/or positive feeling that they have taken a major step in overcoming their problems associated with gambling.

A customer may be self-excluded from the Casino by completing a Self-Exclusion Agreement.

Before the self-exclusion will be lifted, a customer must demonstrate that they have taken steps to address their gambling related issues. Written information on counselling services is available from various locations throughout the Casino, and can be accessed at the Security Podium and Club Burswood counters on the Main Gaming Floor.

The Security Department and our Community Relations Manager handle all requests from customers to be self-excluded from the Casino. All customers who enter into a Self-Exclusion Agreement are provided with information about various support services and welfare organisations.

Self-exclusion is a simple process and is a confidential service available to any Burswood Casino customer who thinks they may have a gambling problem.

For further information please call our Community Relations Manager on 9362 7914, visit the Club Burswood counter or the Security Podium, located on the Main Gaming Floor.

Know Your Odds of Winning

Burswood is Western Australia's only legal Casino and is governed by strict rules administered by the Gaming and Wagering Commission of Western Australia.

These rules determine the level of house margins, which is the overall percentage of monies invested that the Casino can keep. All Casinos keep a percentage of the amount wagered in all the gambling activities conducted.

To assist customers in making informed decisions about their gambling choices, we provide information on how to play, and the odds of winning, for all games available in our Casino.

General gaming information and specific information for each Casino game is available at the Club Burswood counter on the main gaming floor as well as at a Gaming Information Terminal next to the counter.

Resolution of Customer Complaints

Burswood has a complaints resolution process for gambling and responsible gambling related matters.

All complaints are referred through this process to be resolved. If a complaint cannot be resolved, customers can lodge a complaint with the Gaming and Wagering Commission of Western Australia by completing an appropriate form for referral to the Department of Racing, Gaming and Liquor. The complaint will be investigated by an inspector and referred to the Chief Casino Officer and/ or the Gaming and Wagering Commission of Western Australia for a decision.

Minors Are Prohibited

Entry to Burswood Casino is restricted to persons 18 years of age or over. It is an offence for any person under the age of 18 years of age to participate in gambling activities.

Burswood Casino prohibits customers from leaving their children unattended in any areas. Any person found doing so may be excluded from the Casino and/or subject to prosecution.

Responsible Service of Alcohol

At Burswood, we would like all of our customers and staff to enjoy a safe and secure environment 24 hours a day, seven days a week. To ensure we maintain this environment throughout Burswood, we are committed to the responsible service of alcohol.

In accordance with the Liquor Licensing Act (WA) Burswood's policies regarding the responsible service of alcohol include:

- Burswood has the right to refuse entry to people who may be considered to be under the influence of alcohol and displaying signs of intoxication
- The supply of alcohol on the premises to minors (under 18 years of age), or intoxicated customers, is not permitted
- The consumption of alcohol on the premises by minors, or intoxicated customers, is not permitted
- Burswood and its staff have a legal responsibility to ensure the well-being of customers whilst on the premises by ensuring customers do not become intoxicated during the course of their stay

Burswood discourages practices that lead to excessive or rapid consumption of alcohol in all outlets.

Financial Transactions

To assist customers in maintaining responsible gambling practices, Burswood has a number of financial policies and procedures in place. These include:

- Automatic Teller Machines (ATMs) are not located within licensed gaming areas
- Burswood and its staff will not lend money or allow credit betting
- Certain types of cheques (such as payroll or government benefit cheques) will not be cashed for gaming purposes and the cashing of cheques, other than by prior arrangement, is not permitted

Cheques issued by the Casino for gaming machine winnings cannot be cashed at the Casino within 24 hours of issuance.

Our commitment

As a leading provider of entertainment in Western Australia, Burswood is committed to providing customers with gambling services in a responsible manner.

All advertising and promotional activity is in line with this commitment; and all staff involved with our gambling services undertake a comprehensive training programme to ensure the continuation of Burswood's commitment to the responsible service of gambling.

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