



# responsible gambling

making an  
informed decision



THE REEF  
HOTEL CASINO  
CAIRNS AUSTRALIA



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# responsible gambling

Responsible gambling occurs in a regulated environment where the potential for harm associated with gambling is minimised and people make informed decisions about their participation in gambling. Responsible gambling occurs as a result of the collective actions and shared ownership by individuals, communities, the gambling industry and government, to achieve outcomes that are socially responsible and responsive to community concerns.

## our mission

“The Reef Hotel Casino is committed to best practice in the provision of responsible gambling, with the aim of minimising the potential harm to individuals in the community through Responsible Gambling Practices.”

The Reef Hotel Casino takes a community minded approach to the conduct of their business. As part of our Customer Awareness Programme, we have a commitment to provide a safe, secure, and responsible environment in which members of the community are able to enjoy themselves. Our approach to responsible gambling forms an integral part of this commitment.

As a Queensland gambling provider, The Reef Hotel Casino operates in accordance with the Queensland Responsible Gambling Code of Practice. This code of practice represents a voluntary commitment by the entire gambling industry to the provision of responsible gambling.

# problem gambling

For many people, gambling is an enjoyable leisure and entertainment activity. As a result, most people perceive The Reef Hotel Casino as good value and good fun, providing a diverse range of leisure and entertainment options, including gambling.

For a small percentage, gambling can become a problem. No longer enjoyable for them, gambling begins to create money worries and stress, which can affect their family members, relationships, health and work. If you think you, or someone you know may have a gambling problem, look for the following behavioural signs.

- Gambling more money than they can afford
- Gambling with household and other essential funds
- Borrowing money to gamble
- Absences from home or work
- Dishonesty or secrecy about gambling activity
- Experiencing severe mood swings
- Arguing increasingly, especially about money matters
- Increased alcohol consumption
- Easily bored by everyday events
- Denial of any gambling problem despite the obvious signs

## getting help

The following contacts are available to customers who feel they may need assistance in controlling their gambling.

**All communication is private and confidential.**

gambling  
**help line**  
**1800 222 050**

This independently run service offers support for gamblers and others who may be affected by gambling. The Gambling Help Line is a free confidential service, available 24 hours a day. Phone toll free 1800 222 050.

## self exclusion

If customers are looking for assistance in controlling their gambling problems, they may consider exclusion as a valuable deterrent. The Reef Hotel Casino provides a self exclusion program for customers wishing to ban themselves from entering the gambling area.

Once excluded:

- Persons entering the gambling area of The Reef Hotel Casino will be committing an offence by law, and are subject to prosecution and penalties including fines of up to \$3,000
- Memberships are suspended with associated benefits no longer available to the excluded person
- Persons are removed from all mailing lists used for marketing purposes

For more information contact the Customer Liason Department on 07 4030 8830.

## odds of winning

Gambling should not be seen as a means of financial or social betterment. The Reef Hotel Casino maintains a favourable percentage in all gambling products offered. To assist customers in making informed decisions regarding their gaming choices, we provide information on how to play all games available in our casinos. Ask for a copy of our Gaming Guides on how to play.

## customer complaints resolution

The Reef Hotel Casino has in place a comprehensive complaints resolution process for gambling and responsible gambling related matters. All complaints are referred through this process for resolution by the appropriate level of management. In the event a complaint can not be resolved by this process, customers have the opportunity to refer their complaint to the Queensland Office of Gaming Regulation (QOGR).

## minors are prohibited

It is an offence by law for any person under the age of eighteen (18) years to participate in gambling activities. The Reef Hotel Casino prohibits persons under 18 years of age from entering the gambling area.

The Reef Hotel Casino also prohibits persons from leaving their children unattended in any area. Persons found doing so may be excluded from the casino and/or subject to prosecution.

## responsible service of alcohol

As part of our commitment to responsible gambling, The Reef Hotel Casino does not permit persons who are unduly intoxicated to gamble.

The Reef Hotel Casino advocates the responsible service of alcohol with their staff. Training regarding individual and company responsibilities, in relation to gambling and the service of alcohol, is provided to relevant staff members.

## passage of time

As part of our commitment to responsible gambling practices, The Reef Hotel Casino has taken measures to ensure customers are aware of the passage of time whilst they are gambling. Intensive, repetitive and extended play is not encouraged.

## financial transactions

The Reef Hotel Casino has numerous financial policies and procedures in place to assist customers in maintaining responsible gambling practices.

- Automatic Teller Machines (ATMs) are not provided within gambling areas
- The lending of money or credit betting is prohibited
- The cashing of cheques is not permitted other than by prior arrangement
- Cheques issued by the casino for winnings can not be cashed at the casino within 24 hours of issuance

## advertising and promotions

The Reef Hotel Casino conducts all advertising and promotional activity in accordance with the regulations governing such activities. The Reef Hotel Casino ensures that advertising is sensitive to prevailing community standards and is not directed at minors. For details of the regulations governing advertising and promotions, please refer to our Responsible Gambling Policy available from any the Reef Club Desk.

## our commitment

As a business leader in our local community, we are conscious of our social obligations and are firmly committed to the provisions and ideals of the Responsible Gambling Code of Practice. All staff associated with our gambling products undertake a comprehensive, professional training programme to ensure this commitment is maintained.

## customer liaison

A representative from The Reef Hotel Casino is available to assist customers in sourcing information in relation to referrals to QOGR or local gambling support services. For any of this information or to discuss the option of self exclusion, customers can call and ask to speak with a member of the Gaming Management team at **The Reef Hotel Casino** on **07 4030 8830**