

## minors are prohibited

It is an offence by law for any person under the age of eighteen (18) years to participate in gambling activities. Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos prohibit persons less than 18 years of age from entering and remaining in any gambling area. Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos also prohibit persons from leaving their children unattended in any area. Persons found doing so may be excluded from the casinos and reported to the appropriate Government Authority.

## responsible service of alcohol

Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos do not serve alcoholic beverages to gaming tables or gaming machines in their main public gambling areas. Non-alcoholic beverages, including tea and coffee, are available to customers. As part of our commitment to responsible gambling, persons who are unduly intoxicated are not permitted to continue to gamble.

Our casinos advocate 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 we have taken measures to ensure customers are aware of the passage of time whilst they are gambling. Our gaming machines display a scrolled real-time message that provides accurate information on the current time. Intensive, repetitive and extended play is not encouraged.

## financial transactions

Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos have numerous financial policies and procedures in place to assist customers in maintaining responsible gambling practices. These include:

- 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 cannot be cashed at the casino within 24 hours of issuance.

## advertising and promotions

Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos adhere to the Queensland Responsible Gambling Advertising and Promotions guideline. This guideline covers gambling related communication activities including advertising in the media, sponsorship, point of sale material, leaflets, displays, internal and external signage, the internet, subscriber products and other materials designed for public communication.

The guideline is used in conjunction with all regulatory requirements for the conduct of gambling in Queensland.

## customer liaison

A trained customer liaison representative from each of our casinos can provide appropriate information and assist customers with gambling-related problems or to access referrals to local gambling support services.

For further information or to discuss the option of self-exclusion, customers may call and ask to speak with the Casino Duty Manager or the Responsible Gambling Department at:

Jupiters Gold Coast 07 5592 8100  
Treasury Brisbane 07 3306 8888 or  
Jupiters Townsville 07 4722 2333



## responsible gambling

making an informed decision



Bet with your head, not over it.

## 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 concerns of the broader community.

## our commitment

**‘Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos are 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.’**

We take a community minded approach to the conduct of our business and are committed to providing 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 Queensland gambling providers, Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos operate in compliance with the Queensland Responsible Gambling Code of Practice.

All staff undertake a comprehensive, professional training program with annual refreshers to ensure understanding and commitment is maintained.

## problem gambling

For most people, gambling is an enjoyable leisure and entertainment activity. Casinos are perceived by many as good value and a fun experience, providing a diverse range of leisure and entertainment options, including gambling.

For a small percentage of people, gambling can become a problem.

Some risk indicators of problem gambling may include a player reporting:

- Having a problem controlling their gambling behaviour
- Having tried unsuccessfully to stop gambling
- Gambling with household and other essential funds
- Borrowing money to gamble
- Gambling more money than they can afford
- Having lost an important relationship due to gambling
- Having lied to others to hide their gambling
- Having lost a job due to gambling

Problem gambling exists when gambling activity results in a range of adverse consequences where:

- The safety and wellbeing of gambling customers, or their families and friends, is placed at risk; and/or
- Negative impacts extend to the broader community

## getting help

The following service is available to people who feel they may need assistance in controlling their gambling behaviour.

**All communication is private and confidential.**

gambling  
help line  
1800 858 858

The Gambling Help Line is an independently run, free, confidential service (available 24 hours a day) which offers support for individuals who are adversely affected by either their own or somebody else’s gambling behaviour.

## exclusions

Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos provide the option for players to exclude (ban) themselves from our casino facilities. We aim to do this by providing an environment that ensures the matter is dealt with sensitively, confidentially and in a timely manner.

There are two types of exclusions available for individuals who may be experiencing difficulties with their gambling behaviour:

- **Self-exclusion (Self-Ban)** is when you approach one of our casinos and ask to be excluded. Information will be provided upon request and your exclusion will be processed as soon as practicable – generally immediately.
- **Venue initiated exclusion** is when one of our casinos bans you from the gambling facilities at Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos. This may occur when the casino believes, on reasonable grounds, that you are a problem gambler.

## What happens once my exclusion order is processed?

Exclusions will take effect immediately and remain in force for a period of five years. A request to revoke your exclusion may only be submitted after a minimum period of one year has passed from the commencement of your exclusion. Further information is available from each Casino’s Responsible Gambling Department.

Excluded persons are prohibited from entering or remaining in Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos, including participating in Keno gaming and approved wagering at those casinos.

Consequences of breaching an exclusion include prosecution in a court and potential penalties including fines of up to \$4,000.

Once a person is excluded, any membership of the Absolute Rewards program at Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos is suspended with associated benefits no longer available to the excluded person and the person is removed from all mailing lists used for marketing purposes by those casinos.

## odds of winning

Gambling should not be seen as a means of financial betterment. All casinos maintain 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 How to Play brochures. The odds of winning are incorporated in all of our Gaming Guides.

## customer complaints resolution

Jupiters Gold Coast, Treasury Brisbane and Jupiters Townsville Casinos have 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 cannot be resolved by this process, customers have the opportunity to refer their complaint to the Queensland Office of Liquor and Gaming Regulation (OLGR).