



# Barring Checklist

Use this Barring Checklist when a patron requests voluntary exclusion (a barring), when a 3rd-party requests an involuntary barring, or whenever making a barring order.

Premises name: \_\_\_\_\_

Patron's name: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Did the patron request voluntary exclusion (barring)?  Yes  No

If Yes, you **MUST** bar the patron (unless there is good reason not to do so).

Activity	Completed?
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- |  |                          |
|--|--------------------------|
| 1. Respond to the request for barring while the patron or 3rd-party is on the premises, or on the telephone.   | <input type="checkbox"/> |
| 2. Move the patron or 3rd-party to a private area away from the gambling area and make them feel comfortable.  | <input type="checkbox"/> |
| 3. Offer an interpreter service if requested (call 131 450 and ask the interpreter to call the Gambling Help Line on 1800 858 858).  | <input type="checkbox"/> |
| 4. Listen to the patron's or 3rd-party's concerns. Be supportive, open and understanding, but <b>do not</b> attempt to provide counselling - trained professionals are available.  | <input type="checkbox"/> |
| 5. Explain that free Gambling Help Services are available. Give the Help Line number (1800 858 858) and the name and number of a local Gambling Help Service.  | <input type="checkbox"/> |
| 6. Offer immediate referral to or liaison with a Gambling Help Service. Offer to make initial contact with a local Gambling Help Service.  | <input type="checkbox"/> |
| 7. Offer Responsible Gambling material (brochures etc.) and a Help Line card.  | <input type="checkbox"/> |
| 8. Explain that the barring is for 3-months, during which time the patron will be contacted by the Independent Gambling Authority to discuss further barring options.  | <input type="checkbox"/> |
| 9. Explain the penalties for breaching the barring order – up to \$2,500 fine.   | <input type="checkbox"/> |
| 10. Explain that the barring order cannot be revoked by the licensee.  | <input type="checkbox"/> |
| 11. Ask the patron to acknowledge their understanding of: <ul style="list-style-type: none"><li>• the barring process,</li><li>• Gambling Help Services,</li><li>• what it means to be barred,</li><li>• the areas and/or activities the person is barred from, and</li><li>• the subsequent call from the Independent Gambling Authority.</li></ul> | <input type="checkbox"/> |

12. If the patron requested **voluntary exclusion** and wishes to proceed with the barring—

- Complete a **3-Month Gambling Barring Order**.
- Ask the patron to sign the barring order.
- Ask the patron to supply a photograph and explain why it is important to staff.
- Have the licensee (or delegate) sign the barring order (as soon as possible).
- Serve the patron with a copy of the barring order.
- Sign and date the Service section.
- Encourage the patron to contact a Gambling Help Service.
- Remove the patron from loyalty mailing database, and redeem any outstanding loyalty system points.
- Record the barring order on the IGA's BOEN system within 7 days.

13. If a 3rd-party requested an **involuntary barring** of a patron, and

*you believe there is "a reasonable apprehension that the person may suffer harm, or may cause serious harm to family members, because of problem gambling and be satisfied that the making of the order is appropriate in the circumstances", then—*

- Complete a **3-Month Gambling Barring Order**.
- Have the licensee (or delegate) sign the barring order (as soon as possible).
- Serve the patron with a copy of the barring order (in person, by mail, fax or email).
- Sign and date the Service section.
- Remove the patron from loyalty mailing database, and redeem any outstanding loyalty system points.
- Record the barring order on the IGA's BOEN system within 7 days.

14. Complete an Interaction record in your Responsible Gambling Record folder.

\_\_\_\_\_  
**Staff Member** (print name)                      **Signature**                      Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

This checklist should be attached to the barring order and placed in the Responsible Gambling Barrings folder.