

2024

# SAFER GAMBLING & HARM MINIMISATION

---

ASSISTANCE PROGRAM

---



**THE REEF**  
HOTEL CASINO

## *“We are committed to helping you gamble safely.”*

Gambling can be fun and enjoyable, but for some patrons the enjoyment has become a difficulty. We want you to enjoy the facilities found here at The Reef Hotel Casino, but in order to do this you need to ensure gamble safely.

You may be experiencing harm from gambling if:

- You think a lot about your previous or next gambling venture?
- Do you get irritable if you cannot gamble?
- Do you find yourself increasing the amounts you gamble?
- Do you gamble to win back losses?
- Do you try to hide how much money and time you spend on gambling?
- Do you commit unlawful acts to finance gambling?
- Do you borrow money or sell goods to assist in paying household bills?
- Do you have difficulty controlling your gambling?
- Do you gamble to avoid thinking about or dealing with difficult issues?
- Do you lie and are you dishonest with money matters?

If you answered “yes” to one or more of the above questions, then you may have to seek assistance.

## Where can you find help?

Set yourself the goal of stopping for 2 weeks or a month to test yourself. If you are unable to achieve this, you may benefit from discussing your situation with a counsellor.

The Gambling Help Line is a telephone crisis counselling service for people adversely affected by gambling. This counselling and referral service is available 24 hours every day of the week.

Gambling Help Line's professional counsellors are trained to discuss and help callers decide on the most appropriate resources for their particular need. You can telephone them on 1800 858 858.

## Self-Exclusion

Another option which is available to patrons, is self-exclusion.

Patrons who self-exclude are prohibited from re-entering the gaming area. Indeed, anyone attempting to breach the self-exclusion order will risk prosecution and a heavy fine. These measures are in place to minimise the risk of patrons or their families experiencing harm from gambling.

Patrons wishing to exclude themselves from The Reef Hotel Casino should simply contact a Security Shift Manager on (07) 4030 8828. They will be happy to assist you.

**Help is only a phone call away!**  
**1800 858 858**  
**Gambling Help Line**



**THE REEF  
HOTEL CASINO**

35 - 41 Wharf Street  
PO Box 7320 Cairns QLD 4870 Australia

Ph (07) 4030 8822  
[www.reefcasino.com.au](http://www.reefcasino.com.au)

*Revised June 2024*