

# Multi Venue Self Exclusion

## A Decision Making Tool

### Notes on Self Exclusion

Self-exclusion can be a very effective treatment tool with a liberating effect on clients, however to make these orders work sustainably some thought needs to go into their implementation. Attached is a decision making tool that outlines many of the factors to be considered when facilitating this process with a client.

Exclusion will not address the emotional, relationship and other factors that precipitate and are consequences of problem gambling, however it can provide an opportunity to address these issues in counselling, free of the additional complications of more gambling.

Some areas of best practice have emerged that can improve the effectiveness of self-exclusion orders; perhaps the most important best practice principle is to regard exclusion as a **process** not an event. Rather than thinking of exclusion as a one off, fix it solution, think of it as a treatment tool that will be used as part of an ongoing treatment plan for the problem gambler that may require renewal and amending of the venues involved.

### Choosing the Venues

Exclusion orders are always going to work best when the client is confident they will be enforced by venue staff. From this it follows that they will be most effective in venues where the gambler is known. Problem gamblers gamble a lot and are frequently well known where they gamble.

As well as venues where the gambler often frequents, the orders can be useful in preventing the gambler from gambling in other likely or 'high risk' venues. However, the practice of large scale or "blanket" exclusions should be discouraged as this may dilute the effectiveness of the orders for both current and future clients, by making them unenforceable by venues.

The counsellor or MVE coordinator should encourage the client to identify venues they visit often and are 'high risk' venues, and initially go with as few venues as possible.

### Choosing the Duration of Exclusion

As exclusions can be renewed as often as required, there are absolutely no limits on this, so it may be better to do shorter exclusions, more frequently, than a long exclusion. The rationale for this is that if a new exclusion request arrives at the venue every three to six months it will keep that person in the minds of staff and make staff more likely to enforce it. It will also make the exclusion more prominent in the gamblers mind making it more likely they will comply with it. Once again "Less is More" in that the shorter duration the more benefit for the client. We suggest durations of six months as a working guide.

## **Delivering the Exclusion**

For clients to front up to venues and personally ask for exclusion has a powerful psychological effect. Gambling is so often such a hidden problem, so the feeling of coming out from the shadows and lies can be very moving and powerful for clients. When facilitating exclusions it's always worth raising the option of face to face exclusions.

Unfortunately from a practical perspective this may not work so well, for example if the client can only get to the venue when its busy, such as in the evenings, going through the exclusion can be much more difficult for both the staff and the problem gambler. Or the problem gambler may just not be able to contemplate doing something that so exposes the very thing they feel so ashamed of.

For this reason doing exclusion by mail, or in the future electronically, is the option chosen by most people. Even if clients exclude themselves face to face from a single venue and do the rest by mail, something powerful will have been gained.

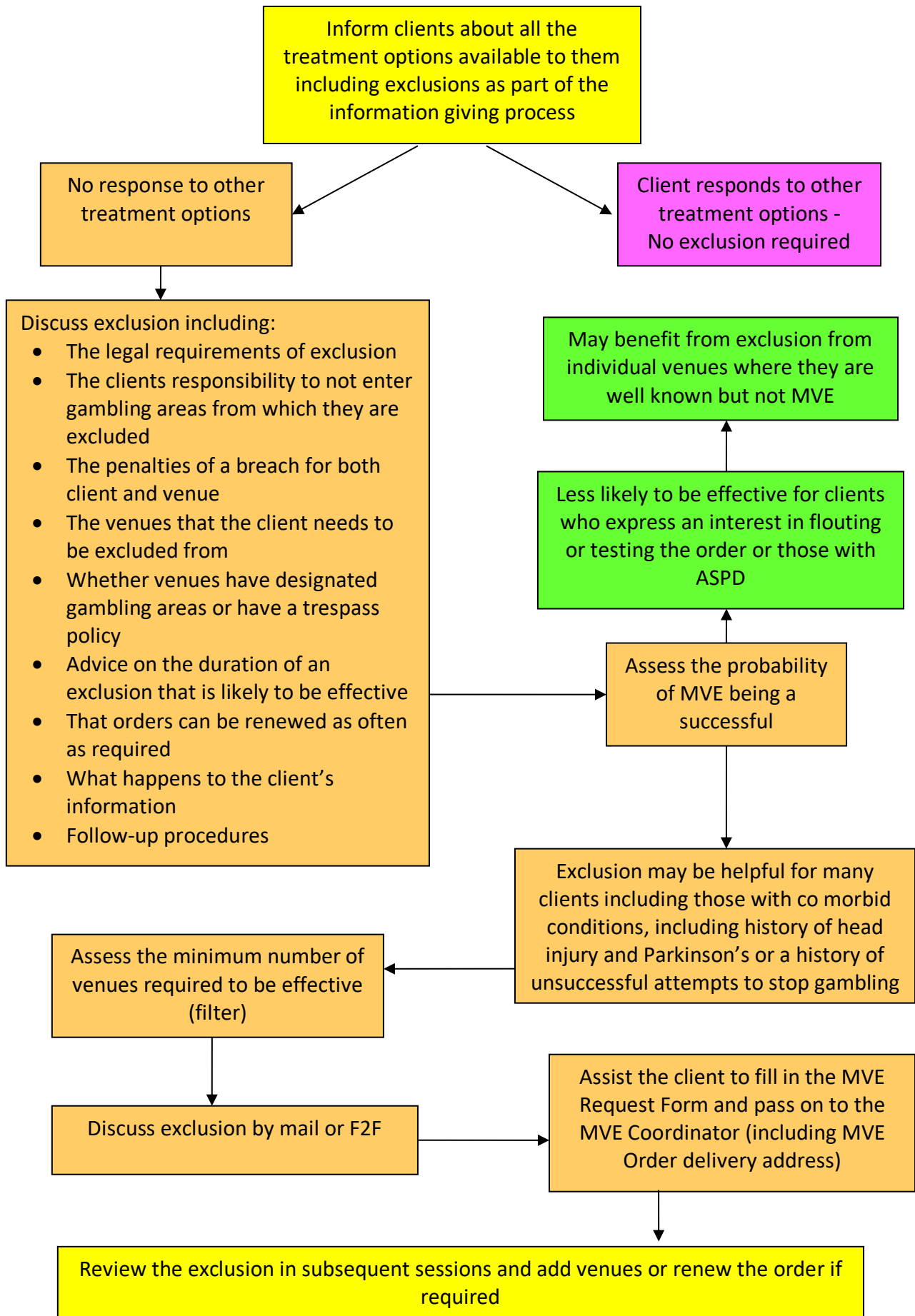
## **Hands On**

The more involved clients are in the process the more powerful the experience for them will be. Involvement can be enhanced by the gambler hand signing every exclusion application and by stuffing the envelopes themselves. This adds to the formality and gravity of the process and enhances the clients perception of its seriousness.

## **Record Keeping**

It is very important to keep a record of all MVE details, including what venues exclusions are requested from. This is a requirement if the client wants to add venues to the list of exclusions and also to audit the system.

# Multi Venue Self Exclusion – A Decision Making Tool



# Auckland MVE Process

To action an MVE the coordinator needs the following forms completed:

1. Request for Self-Exclusion (MVE)
2. Request for Self-Exclusion (MVE) – Venue Identification
3. Colour photo of client

What must to be completed for the MVE to be actioned:

## 1. Request for Self-Exclusion (MVE) form:

Excluded person's details:

- Name
- Also known as – sometimes people use nicknames at venues
- Address – home address where exclusion orders can be sent
- Phone number – Home/mobile – this can be one or both
- Date of Birth
- Ethnicity
- Identified by (type) – what type of ID it is – drivers licence / passport etc
- ID no: The ID is important for venues as on their exclusion order forms they have a space for it. And as they get the exclusion request in the mail, it gives them piece of mind that they are excluding the people who we say they are
- Sighted by – who was the person that sighted the ID to confirm they are them – this cannot be the client that is requesting the MVE. Generally as counsellors, this will be yourselves – so write your details in here – Name / Job Title / Signature
- Additional Info – this is any extra info your clients may wish to share with the venues

Length of Exclusion and Consent:

- Client must circle the time that they would like to be excluded for (shorter is better as we can easily renew an exclusion order and also means that venue will get an updated photo of a person)
- Signature and date – this signature must be there as it confirms that your clients understand the conditions of the exclusion and give us permission to share their details

## 2. Request for Self-Exclusion (MVE) – Venue Identification form:

Venues to be excluded from:

- Name of Venue – Please try to enter the venue name, though if clients have difficulty with names but can describe where the venue is, write that down
- Location – can be street address or suburb
- Initial – this is important as it signifies to the MVE coordinator that your client has identified the venues that they want to be excluded from and that they consent for the venues listed to receive their personal information.
- *'I would like the self-exclusion order issued by each of the identified venues above to be'* – please circle which one they would prefer. Alternately, if they would like

their counsellor to receive the exclusion orders back to hand to them in person, you can write that down and the MVE coordinator will make a note of it.

- Follow up contact one month prior to expiry – your clients can tick this if they wish to be contacted a month before their self-exclusion is due to expire. This is useful when an exclusion is for a shorter period.
- Additional information – any additional information you would like the MVE coordinator to know – this page **does not** go to the venues, so it gives clients an opportunity to add any relevant information they'd like to share, but not have the venues know.

### 3. Colour photo of client

- The photo is best if it is close enough to include the upper body (chest/shoulders) and head of client.
- Please have clients remove, hats, sunglasses or scarves that may interfere with seeing the clients face clearly.
- Take the photograph with the neutral/plain background if possible.
- Consider the light on the face – if the face is shadowed, this can mean that the face will not be clearly seen.
- Using your cell phones, you should be able to take the photo and email it directly to the MVE coordinator.

Here is a photo of Brent as an example 😊



### 4. **Email Request for Self-Exclusion and Venue Identification Forms with good quality colour photograph of client to MVE Coordinator:**

[mveauckland@nzf.salvationarmy.org](mailto:mveauckland@nzf.salvationarmy.org) (who will process through MVE Administrator)

**ABACUS** Counselling Training & Supervision Ltd **NZQA reg** | **Phone** 09 360 6957

**Email** [office@acts.co.nz](mailto:office@acts.co.nz) **Web** [www.acts.co.nz](http://www.acts.co.nz) | **Mail** PO Box 90710 Victoria Street West, Auckland 1142