

Self-Exclusion Process

- Patron approaches staff
- Patron is taken to private area
- Staff advise supervisor or manager
- Supervisor or manager to handle self-exclusion request
- Patron provided with player information brochure
- Request to take a photo of the patron (Passport style headshot)
- Staff to log into ClubSAFE MVSE website (mvse.com.au).
Instructions on MVSE website and login process attached
- Go through the self-exclusion process on MVSE website
- Print two copies of self-exclusion deed
- Patron signs the deed of exclusion. One copy for them, one copy for the club.
- Self-exclusion commences immediately afterwards

If an excluded patron asks to have their self-exclusion lifted they must contact ClubSAFE on 1800 997766

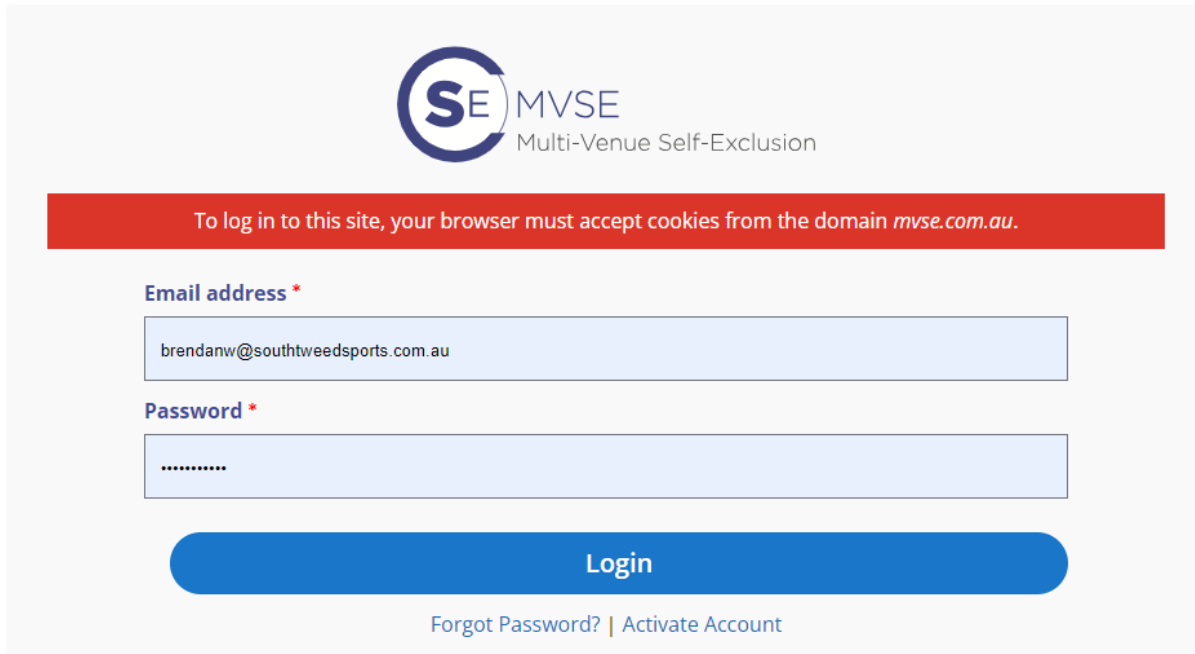


Scan this QR code to access STS Staff Responsible Gaming Webpage

<https://www.southtweedsports.com.au/gambling-code-of-practice-staff-page30062023/>

MVSE website www.mvse.com.au

Home page – enter your email address and password – login



SE MVSE
Multi-Venue Self-Exclusion

To log in to this site, your browser must accept cookies from the domain *mvse.com.au*.

Email address *

brendanw@southtweedports.com.au

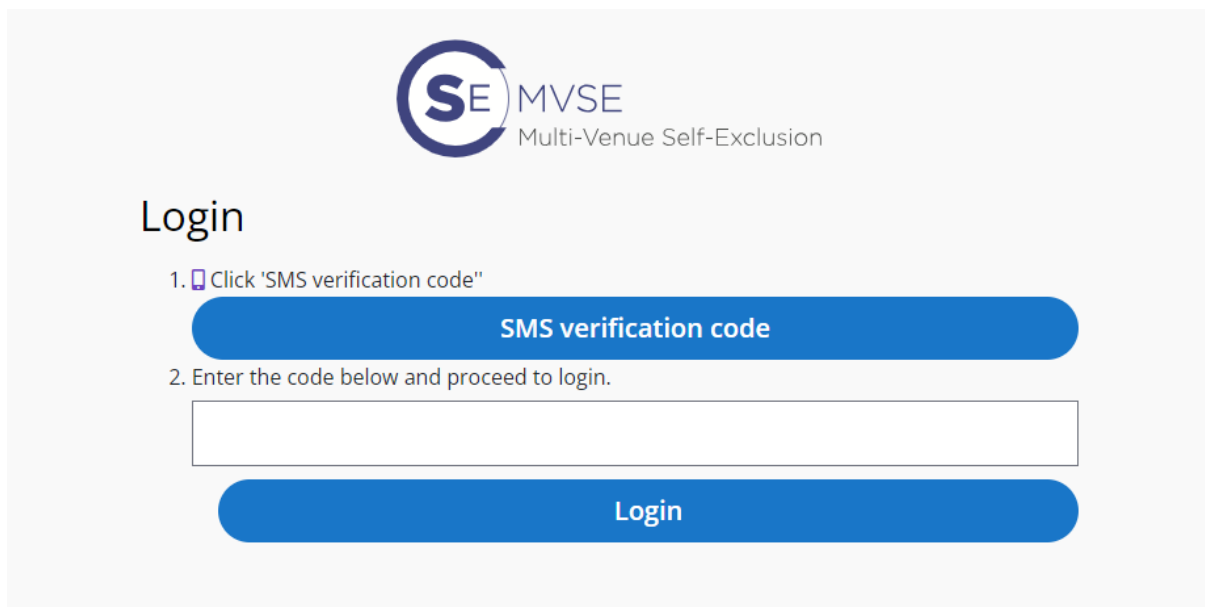
Password *

.....

Login


[Forgot Password?](#) | [Activate Account](#)

If 2FA is setup on your account, then enter the code that was sent to your phone and press login. *Don't press enter as this wont work. You need to click on the Login button



SE MVSE
Multi-Venue Self-Exclusion

Login

1.  Click 'SMS verification code'

SMS verification code

2. Enter the code below and proceed to login.

Login

SOUTH TWEED BOWLS CLUB LIMITED | BRENDAN WALSH


SE MVSE
Multi-Venue Self-Exclusion

Dashboard Self-exclusions Manage Patrons Reports Account

Dashboard


Welcome Brendan Walsh!

Welcome to the new and improved Multi Venue Self-Exclusion platform. We hope that you will find this site more intuitive and easier to use. We have made a lot of changes to the way you will be able to add new patron, check and report breaches, manage your profile and upload patron photos. We have introduced 2-factor authorisation thus eliminating the need to register your IP address. Please take a walk through the demonstration site so that you can familiarise yourself with the changes we have introduced. Please let us know if you have any suggestions or comments. You can send your feedback to admin@mvse.com.au.




Create self exclusion

Create a new self-exclusion deed or search existing database




View patron profile

Manage and update patron contact details




View current self exclusions

View current self exclusions




Update my venue details

Manage your users, reset passwords, contact information



Report breach

Log when a patron breaches their deed



View reports

View exclusion reports

Select the create self exclusion

Search name to see if they have a current self exclusion

Search for the patron

Search

Type the name of a patron and click 'search'.

ID	Patron	Current Venue	Status	Action
105157	S**** Walsh	WINDALE NSW 2306	Active	<input type="button" value="Select"/>
106541	P***** Walsh	Wagga Wagga NSW 2650	Inactive	<input type="button" value="Select"/>
657159	P**** Walsh	ANNA BAY NSW 2316	Active	<input type="button" value="Select"/>

If they don't appear in the list press create new patron at the bottom of the list

Follow the prompts all the way through the process.

You may need to take a photo if it is a new exclusion.

Follow the instructions to take an appropriate headshot

Once you have completed the online deed print off 2 copies and have the patron sign both copies and you sign as the witness on both copies. Give one copy to the patron and return one copy to Brendan or Alex.

Once completed tick the box and press finalise to start the self exclusion.

If there are any issues with signing in or completing the deed online there is a hard copy available. This can be downloaded and printed from the staff responsible gambling webpage.