

Harm Minimisation

We offer a range of innovative solutions that make harm minimisation easier, simpler and more efficient. Our systems are built to comply with the Gambling Act and are based on industry best practice guidelines.



Persons of Interest (POI)



POI acts as a front of house link to CONCERN, a national database of excluded persons. Anyone listed on CONCERN (including names, photos, and exclusion order

details), will appear on the device for staff to view from the QEC (if you don't have QEC this system can be installed on a tablet).

For venues who want to automate their processes even further, it also links with COMS Detect – COMS' facial recognition system that identifies excluded persons as they enter a gaming room by matching their images against those held in CONCERN. Included in POI is HONCHO this system allows you to enter persons you may also want to be aware of such as trespassers, people to monitor etc.

EFTPOS Integration into QEC



EFTPOS integration with QEC allows venues to monitor EFTPOS transactions that relate directly to the gaming operation.

This means venue staff can monitor players withdrawal amounts and frequencies and intervene if needed. It also has the ability for players to receive payments from winnings to be paid directly into their personal bank accounts.

Room Sweep Alert

This is a pop-up alert that appears every 15 minutes on a venue's QEC system, to prompt staff to enter the gaming room to monitor customers and their behaviour.

Venues can set up questions (eg 'how many people are in the gaming room?') for staff to answer on their return.

Results can then be turned into a report for management to use as part of their ongoing harm minimisation staff training.

Room Sweep Due

Please enter the Number of People in your Gaming Room

Dismiss

Save

QEC ROOM SWEEP QUESTIONS

HARM MINIMISATION ALERT

Questions	
QUESTION 1	Please enter the Number of People in your Gaming Room
ANSWER TYPE	Numeric
ACTIVE	<input checked="" type="checkbox"/>
QUESTION 2	Have you noted any Incidents
ANSWER TYPE	Yes/No
ACTIVE	<input checked="" type="checkbox"/>
QUESTION 3	If you have noted any Incidents, Did you complete the Incident Register
ANSWER TYPE	Yes/No
ACTIVE	<input checked="" type="checkbox"/>
NEW QUESTION	<input type="text"/>
ANSWER TYPE	<div><div>-- select --</div><div>-- select --</div><div>Numeric</div><div>Yes/No</div><div>Multichoice</div></div>
<p>Add</p>	

Electronic Incident Register

This electronic incident register, built into QEC, allows venue staff to record incidents or notes on player behaviour in real time from behind the bar.

It includes a series of customisable questions enabling staff to log any incidents in the bar, gaming room, TAB or other area within the venue.

Once completed, the report can be viewed by staff, venue management or the society, anywhere, any time.

This allows for staff finishing a shift to record and convey messages to the next shift, to ensure the ongoing monitoring of player behaviour is not lost, due to venue staff shift changes.

Incident and Observation Report

Enter Customer Name Gaming Bar TAB Other

General Signs		
Anger [Behaviour] <ul style="list-style-type: none"> <input type="radio"/> Anger/rude towards staff or other players caused by gaming <input type="radio"/> Tries to play two or more machines <input type="radio"/> Banging buttons/furniture <input type="radio"/> Shows frustration (Grunting/groaning, playing roughly) <input type="radio"/> Statements i.e. can't pay rent/mortgage. Need money for groceries, kids bills. <input type="radio"/> Plays intensely without reacting to what's going 	Time <ul style="list-style-type: none"> <input type="radio"/> Gambles for long period of play (3 or more hours) [Note time in comments] <input type="radio"/> Gambles most days <input type="radio"/> Waiting at the door at opening <input type="radio"/> Last to leave <input type="radio"/> Multiple periods of play within one day <input type="radio"/> Plays very fast (high spend per line) 	Money <ul style="list-style-type: none"> <input type="radio"/> Multiple EFTPOS/ATM Transactions [Note amount and time period in comments] <input type="radio"/> Declined EFTPOS/ATM Transactions <input type="radio"/> Leaves venue to find more money to gamble <input type="radio"/> Complaints to staff about losing

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Discard Submit

COMS Detect

COMS Detect is a market-leading facial recognition system that identifies excluded persons as they enter a gaming room, by matching them against CONCERN, a centralised database of excluded persons.

COMS Detect is an effective, powerful harm minimisation tool that significantly improves problem gambler detection by automating the exclusion process.

Person Of Interest Detection

Match Confidence 92.2%

Name: [Redacted] Phone/Email: [Redacted]

Created On: 21/02/2023 2:42:44 pm

Date of Birth: 01/02/1985

Date of Expiry: 15/04/2023

Address: [Redacted]

Notes: [Redacted]

WAG FCI NOT FCI UNKNOWN Free

QEC Connect

Streamline harm minimisation at your venue with QEC Connect. QEC Connect is an extension of the QEC system that is installed in your gaming room.

- Helps venues ensure staff enter the gaming room during the room sweep process.
- Can be used to display Harm Minimisation messages.
- Can be used as a display screen for in house advertising.

