

# Unattended Children in Australasian Casinos

## INTRODUCTION

Members of the Australasian Casino Association (ACA) place the highest priority on the safety and wellbeing of all guests visiting their hotels, casinos, and supporting infrastructure such as car parks and entertainment areas. Our members diligently enforce all laws, regulations and codes of practice pertaining to the safety and well being of children in their properties.

The responsibility for the care and supervision of children lies with parents and guardians. The ACA supports a zero tolerance approach for guests who fail to take responsibility for their child or children whilst on a casino property.

Our members are committed to education and awareness strategies to assist parents and guardians in understanding that children must not be left unattended.

## OUR COMMITMENT

ACA members are committed to appropriately responding to prevailing community concerns in relation to the safety and well-being of children.

Our members are committed to a range of initiatives that include but are not limited to:

- Employee training in the handling of situations involving unattended children and company procedures as they relate to unattended children.
- If a child appears to be without appropriate supervision, security or appropriate personnel will be contacted and will remain with the children while reasonable steps are taken to locate the parent or guardian.
- If efforts to reunite the child with the parent or guardian are unsuccessful, security personnel will contact the appropriate authority.
- If a patron is found to have willfully left a child unattended on a casino property, the casino may take immediate action to have the parent or guardian excluded/barred from the property.

### **FOR FURTHER INFORMATION CONTACT:**

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