

# Pathways to support – self-exclusion



## What is self-exclusion?

Self-exclusion is a free program where you ban yourself from gaming venues or online gambling.

You can ban yourself from venues like clubs, pubs or TABs, or from placing a bet on gambling websites. By law, Australian gambling providers must give customers the option to self-exclude from their venue or products.

## How do I join?

- **Australian Hotels Association (AHA)**
  - ☎ (03) 9654 3491 [24 hour, 7 day message service]
  - ✉ maha@ahavic.com.au
- **Community Clubs Victoria (CCV)**
  - ☎ 1300 787 852
  - ✉ codeoffice@clubsvic.org
- **TAB**
  - ☎ 1800 882 876 – for information about Betcare, Tabcorp's wagering Self-Exclusion program, or talk to staff at any TAB outlet
- **Crown Casino**
  - ☎ 1800 801 098 – Crown Responsible Gaming Support Centre – for information about the Crown Casino Self-Exclusion program
- **BetStop** – the National Self-Exclusion Register

## How does self-exclusion work?

There are different self-exclusion programs across Australia, but they work in similar ways. In most programs:

- you choose which venues, casinos or websites to be excluded from
- you sign a deed listing the venues you agree not to go into for a minimum period
- if venue staff see you in the gaming area of the venue, they will report you to the program and ask you to leave
- at the end of the agreed period of the deed, you can choose to self-exclude for another period or apply to have your gambling account re-opened or to be able to enter the gaming area of a venue.

Self-exclusion can be the first step to getting other types of help with your gambling. These options can include counselling (face-to-face, online, telephone), financial counselling and support for family and friends affected by gambling.