

## What is **self-exclusion**?

Self-exclusion is an industry-operated program for people who want to ban themselves from playing electronic gaming machines (the pokies).

The Australian Hotels Association Victoria and Community Clubs Victoria work together to provide a self-exclusion program that covers clubs and hotels with pokie machines in Victoria.

Self-exclusion is also available through Australian online gambling providers. Contact the online provider directly for more information.

### The program is free to join

When you join the program, you agree you will not enter the restricted gaming area of the clubs or hotels you have nominated. These venues are listed in a self-exclusion deed that you sign. The deed authorises venue management to take reasonable steps to remove you from the restricted gaming area of these venues.

### How do I know if I should join a self-exclusion program?

Ask yourself: "Have I ever had an issue with gambling?" If the answer is yes, you could benefit from joining the program.

### How do I join?

Phone the Australian Hotels Association Victoria or Community Clubs Victoria to make an appointment to sign a self-exclusion deed and have your photo taken.

- Australian Hotels Association Victoria  
03 9654 3491
- Community Clubs Victoria  
03 8851 4949

### Languages other than English

Interpreters can be organised to assist you with the self-exclusion process.

## Is **gambling becoming a problem** for you?

- Do you think about gambling every day?
- Do you hide your gambling from family and friends?
- Do you ever borrow money to gamble?
- Do you let bills go unpaid?
- Is your gambling affecting your work or your role as a partner or parent?
- Do you think you can use skill to win on a pokie machine?
- Do you gamble to forget your problems?

If you answered yes to any of these questions, you may be experiencing issues with gambling.

Find the support that's right for you.

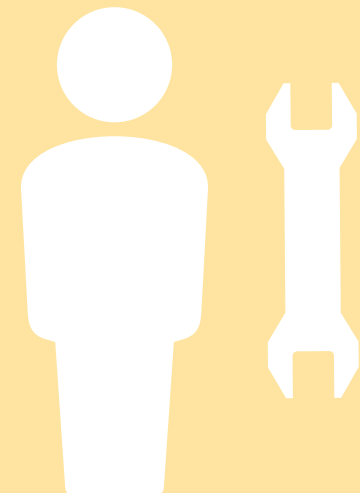
Visit [gamblershelp.com.au](http://gamblershelp.com.au)



We provide free and confidential support in Arabic, Cantonese, Mandarin and Vietnamese. We can also arrange an interpreter for other languages on request. Visit [gamblershelp.com.au](http://gamblershelp.com.au) for more information.

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit [relayservice.gov.au](http://relayservice.gov.au)

## Self-exclusion



## What happens when I join?

A letter with a copy of your photo is sent to the clubs and hotels listed in your deed. The venue adds your photo to their list of self-excluded persons and your name is taken off any player loyalty rewards programs.

Your photo is kept in a secure location in the venue that only staff can access. If you change your appearance, you should ring the self-exclusion officer at the Australian Hotels Association Victoria or Community Clubs Victoria to have a new photo taken.

## Can I go to a club or hotel if I am excluded from the gaming room?

You can enter and use the hospitality and sporting facilities. However once you have joined the self-exclusion program, you cannot enter the restricted gaming areas for any reason.

## What If I go back into the gaming area of a venue listed on my deed?

When identified by a member of staff as being on the self-exclusion program you will be asked to immediately leave the restricted gaming area. Going into this area is a breach of your self-exclusion obligations. You will be reported by the venue staff to the Australian Hotels Association Victoria and Community Clubs Victoria self-exclusion program manager.

## What if I want to exclude myself from more venues?

You can add venues to your deed by phoning the Australian Hotels Association Victoria or Community Clubs Victoria.

## How long can I be on the self-exclusion program?

You can be on the self-exclusion program as long as you like but you have to sign a new deed and have a new photo taken every two years.

## Can I exclude myself from Crown Casino and the TAB?

Yes. Crown Casino and TAB operate their own self-exclusion programs. Contact them directly on:

- Crown Responsible Gaming Support Centre  
**1800 801 098**
- Betcare Self-Exclusion Program (Tabcorp)  
**1800 882 876**

## What if I need more help?

Gambler's Help provides a range of support services for people wanting help with gambling issues as well as their families and friends.

Our counsellors are trained to help and our services are completely confidential and free.

Call **1800 858 858** or go to **[gamblershelp.com.au](http://gamblershelp.com.au)** to find out more.

## Many ways to **get support**



Phone

### **Talk to someone**

Gambler's Help offers free, confidential advice and counselling 24/7

Call **1800 858 858**



Face to face

### **Meet a counsellor**

Gambler's Help offers face-to-face counselling on a one-off or ongoing basis

Call **1800 858 858**



Financial counselling

### **Get help with your finances**

Financial counsellors can help you address financial problems related to gambling

Call **1800 858 858**



Family & friends

### **Support for family and friends**

If someone else's gambling is affecting you, we offer advice and counselling

Visit **[gamblershelp.com.au](http://gamblershelp.com.au)**



Peer support

### **Talk to people like you**

We can help you find support from others who have gone through similar issues

Call **1800 858 858**



Help yourself

### **Tools to help yourself**

Self-help tools can help you build your confidence and work through your concerns in your own time, at your own pace

Visit **[gamblershelp.com.au](http://gamblershelp.com.au)**



Young people

### **Are you under 25?**

Call our dedicated Gambler's Help Youthline for a confidential chat

Call **1800 262 376**



Online support

### **Immediate help online**

Email or chat live with a counsellor 24/7

Visit **[gamblinghelponline.org.au](http://gamblinghelponline.org.au)**