

## 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 (CCV) work together to provide a self-exclusion program that covers clubs and hotels with pokie machines in Victoria.

## 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 AHA (Vic) or CCV to make an appointment to sign a self-exclusion deed and have your photo taken.

- AHA (Vic)  
03 9654 3491
- CCV  
03 8851 4949

## Languages other than English

Interpreters can be organised to attend the self-exclusion interview with you.

## Do you have a gambling problem?

- Do you think about gambling every day?
- Do you hide your gambling from loved ones?
- Do you ever borrow money to gamble?
- Do you let bills go unpaid?
- Is your gambling affecting your work or 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 answer yes to any of these questions, you may have a problem with gambling.

Find the support that's right for you

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



**Gambler's Help**  
1800 858 858  
[gamblershelp.com.au](http://gamblershelp.com.au)

## Many ways to get support

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)

For further information or copies contact:

Victorian Responsible Gambling Foundation

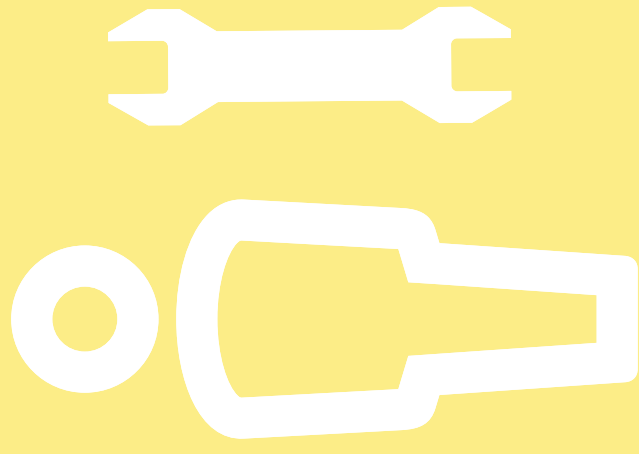
Tel: 03 9452 2600

Email: [contact@responsiblegambling.vic.gov.au](mailto:contact@responsiblegambling.vic.gov.au)  
[responsiblegambling.vic.gov.au](http://responsiblegambling.vic.gov.au)

# Self-exclusion



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# Many ways to get support

## 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.

## 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 AHA (Vic) and Community Clubs Victoria self-exclusion program manager.

## I understand venue staff use my photo to recognise me. Where is the photo kept in the venue and what if my appearance changes?

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 AHA (Vic) or CCV to have a new photo taken.

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

You can add venues to your deed by phoning the AHA (Vic) or CCV.

## 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



**Gambler's  
Help**  
1800 858 858  
gamblershelp.com.au

## Many ways to get support

## What if I need more help?

Just as there are many ways to gamble, there are many ways to get help for gambling problems.

The Victorian Responsible Gambling Foundation provides a range of support services for people wanting help with gambling issues as well as their families and friends (see right for a brief description)

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.



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 offer 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

**Concerned about a loved one?**  
If someone else's gambling is affecting you, we offer advice and counselling  
Call **1800 858 858**



Peer support

**Talk to people like you**  
We can help you find support from other people going through the same problems.  
Call **1800 858 858**



Self-help tools

**Tools to help yourself**  
Self help tools can help you build confidence and work through issues in your own time, at your own pace.  
Visit [gamblershelp.com.au](http://gamblershelp.com.au) for more



Young people

**Are you under 25?**  
Call our dedicated Gambler's Help Youthline for a confidential chat or  
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)

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