

ACT Gambling Exclusion Scheme Fact Sheet

The ACT Gambling Exclusion Scheme allows people experiencing gambling harm to be excluded from gambling at licensed gambling venues in the ACT.

Self-exclusion

A person can self-exclude from gambling at some or all licensed gambling venues in the ACT, including:

- clubs and taverns with electronic gaming machines
- all Tabcorp ACT (TAB) facilities including branches, agencies, telephone, on course and online
- Casino Canberra.

This is done by completing a Deed of Self-exclusion. By signing a Deed of Self-exclusion, a person agrees not to participate in gambling activities at the venues specified on the Deed.

Gambling licensees are required to prevent excluded persons from gambling at their venue/s, and may incur penalties under the law if they do not.

Most licensees enforce gambling exclusions by preventing excluded persons from entering their gambling venue/s and asking the excluded person to leave if they are detected in their venue/s.

An excluded person cannot collect a prize or winnings from a venue they are excluded from.

Gambling licensees must not send any gambling promotional material to people that are excluded from their venue/s.

People can opt to self-exclude for a period of six months up to a maximum of three years.

Self-exclusions can be modified at any time to:

- add venues to the excluded list
- extend the exclusion period (up to the maximum three years).

Excluded persons can opt to receive a notice one month before their exclusion expires, allowing time for a new self-exclusion Deed to be completed.

Self-exclusions can be revoked at any time by completing an *Application to Revoke Self-exclusion*. A seven (7) day cooling-off period applies to all revocations.

Completing a Deed of Self-exclusion

For assistance with self-exclusions contact:

- a Gambling Contact Officer at a gambling venue
- the ACT Gambling Support Service (details below)
- the Exclusion Support Team (details below).

A person completing a Deed of Self-exclusion needs to choose:

- a. the venues to be excluded from
- b. how long the exclusion is to last
- c. if they want to be contacted by the ACT Gambling Support Service for free and confidential support
- d. if they want to participate in anonymous gambling-related research
- e. if they want to receive an email notice one month before the exclusion expires.

Signed photo identification, such as a Driver Licence, needs to be sighted to confirm the identity of the person.

A current photo is also required that will only be used by venues to identify the excluded person.

The excluded person will receive a copy of the Deed of Self-exclusion authorised by the Gambling Contact Officer (if submitted at a gambling venue) or by the Exclusion Support Team.

The Deed of Self-exclusion will be uploaded to the ACT Gambling Exclusion Database, which sends notifications to all venues listed in the Deed.

If an excluded person is found breaching their self-exclusion the venue staff will ask the person to leave and will inform the Commission.

At the end of a self-exclusion, staff of venues the person was excluded from may wish to meet with the excluded person to determine that gambling no longer poses a serious risk to their welfare before readmitting them to their venue/s.

Licensee exclusion

If a gambling licensee (a licenced gambling venue) believes the welfare of a person or their dependent/s is seriously at risk from the person's gambling, the licensee must prevent that person gambling at their venue/s by issuing a *Notice of Exclusion from Gambling by Licensee*.

A Licensee exclusion means the excluded person cannot gamble at that licensed gambling venue or group of venues operating under one licence.

Licensee exclusions can be for a set period of time or can be indefinite.

Licensee exclusion process

- The licensee completes a *Notice of Exclusion from Gambling by Licensee*
- The licensee provides a copy of the Notice to the excluded person listing the reasons the licensee has taken this action
- The licensee must upload the notice to the ACT Gambling Exclusion Database.

If a person does not agree with a licensee's decision to exclude them, they can ask the licensee to reconsider.

They can also ask the Commission to review the exclusion.

Contact Information

ACT Gambling and Racing Commission's Exclusion Support Team

Phone 02 6207 0359 (option 3)

Email exclusionsupport@act.gov.au

ACT Gambling Support Service

Support and information, free and confidential

Phone 1800 858 858

Website www.actgamblingsupport.org.au

Financial Counselling

Free, confidential and independent services

Phone 1800 007 007

Website www.carefcs.org/financial-counselling

Licensee exclusion following contact from a family member or friend

If a family member or friend believes a person is being harmed by gambling, they can contact a Gambling Contact Officer at a venue where that person gambles.

The Gambling Contact Officer should consider all available information when deciding whether to issue a Licensee exclusion.

A concerned family member or friend who believes a Gambling Contact Officer has not responded appropriately to their concerns may contact the Exclusion Support Team.

The ACT Gambling Support Service also provides free and confidential support, including financial counselling, to family members and friends.

24 hour support is also available from the National Gambling Helpline and the Gambling Help Online website.

Other Services

BetStop – national exclusion register

An Australian government initiative for self-exclusion from phone & online gambling providers

Phone 1800 238 786

Website www.betstop.gov.au

National Gambling Helpline

Phone 1800 858 858

24/7 phone support – free and confidential

Gambling Help Online

24/7 real-time chat, email support and information – free and confidential

Website www.gamblinghelponline.org.au