

ACT Online Gambling Exclusion Scheme

Fact Sheet

The ACT Online Gambling Exclusion Scheme (AOGES) provides a means for people to be excluded from gambling at gambling venues in the ACT.

Self-exclusion is where a person chooses to exclude themselves from gambling at as many gambling venues in the ACT as they wish.

Licensee exclusion is where a gambling licensee believes the welfare of a person or their dependants is seriously at risk from the person's gambling. The licensee must exclude the person from gambling at their venue.

Gambling venues in the ACT include:

- licensed clubs and taverns with electronic gaming machines;
- all ACTTAB facilities including branches, agencies, telephone, on course and online gambling facilities; and
- Casino Canberra.

A person who wants to exclude from an internet gambling service should contact the service provider. There are also programs available for purchase which block access to Australian and international gambling sites on your computer and mobile devices. Examples include [GamBlock](#), [Betfilter](#) and [TXNoGam](#).

Self-exclusion

Self-exclusion is where a person chooses to exclude themselves from gambling at as many gambling venues in the ACT as they believe they need to. This is done by completing a self-exclusion Deed.

A person can request assistance from a gambling venue, the ACT Gambling Counselling and Support Service or obtain a self-exclusion Deed and lodge it directly with the ACT Gambling and Racing Commission (the Commission). Contact details are provided at the end of this factsheet.

Self-exclusion places responsibility on the excluded person not to participate in gambling activities from which they are excluded.

An excluded person is not eligible to claim a prize or winnings from a venue they are excluded from.

Venue operators have a responsibility to enforce an exclusion from gambling. Most gambling venues enforce an exclusion from gambling by preventing the excluded person from entering the gambling venue or asking the excluded person to leave if detected in the venue. A failure to enforce an exclusion may result in penalties under the law.

The self-exclusion process:

- It is important for a person who is considering self-exclusion to be fully informed about how exclusion works and to be aware of their rights and responsibilities.
- The Commission recommends seeking assistance from an ACT gambling venue, the ACT Gambling Counselling and Support Service or the Commission for guidance.
- It is possible to proceed without assistance by obtaining information about self-exclusion and a self-exclusion Deed from the Commission. The Deed must be completed and returned with supporting identification to the Commission.
- When completing the Deed the applicant needs to decide at which venues they wish to be excluded from gambling, and how long they wish to be excluded for.
- The minimum period of a self exclusion is six months and the maximum period is three years.
- A person may increase the number of gambling venues at which they are excluded from gambling or the length of their exclusion (up to maximum of three years) at any time.
- The applicant can also indicate on the Deed that they would like the ACT Gambling Counselling and Support Service to contact them.

- The applicant needs to provide a photo or have one taken to help gambling venue staff identify and assist them should they enter an excluded venue.
- Once the applicant signs the exclusion Deed it is uploaded into the AOGES database. Once uploaded all venues the applicant has excluded from are immediately notified of the exclusion.
- If an excluded person is detected breaching their self-exclusion the venue staff will ask the person to leave and will inform the Commission.
- At the end of their exclusion, a person can apply to the Commission or any ACT gambling venue to continue their exclusion for up to three years.
- A person can apply at any time to revoke their self-exclusion by lodging an application at the Commission or at a venue they are excluded from. There is a seven day cooling off period after the application is received before the revocation becomes effective.
- After a self exclusion ends the gambling venue(s) the person was excluded from may seek to determine that gambling no longer poses a serious risk to the person before re-admitting them to the venue.

Licensee exclusion

Where the licensee of a gambling venue believes the welfare of a person or their dependants is seriously at risk from the person's gambling the licensee must prevent that person gambling at their venue. They will do this through a licensee exclusion.

The decision to exclude a person is often a difficult decision for a licensee to make. Sometimes something will happen that will give the licensee immediate cause for concern however it is more likely that a licensee will develop concerns over a period of time and the licensee is likely to have spoken with the person concerned before taking this step.

A licensee must provide a copy of the exclusion notice to the excluded person and this document will outline the reasons the licensee has taken this action.

A person who does not agree with the licensee's decision may ask the licensee to reconsider and may also ask the Commission to review the exclusion.

A family member or friend of someone who they believe is being harmed by gambling may ask to speak with the Gambling Contact Officer (GCO) at a venue where that person gambles. The GCO should consider all information available to them when deciding whether the licensee needs to exclude a person because their gambling is posing a serious risk to their welfare.

A concerned family member or friend can also contact gambling help services for help with their own situation even if the gambler is not yet ready to seek help. The ACT Gambling Counselling and Support Service also provides free financial counselling for anyone affected by problem gambling.

A concerned family member or friend who believes a GCO has not responded appropriately to their concerns may contact the Commission to seek further assistance.

Contact Information

The ACT Gambling and Racing Commission

Ph 02 6207 0357 or 6207 8938

GPO Box 158

Canberra ACT 2601

www.gamblingandracing.act.gov.au

grc@act.gov.au, or

exclusionssupport@act.gov.au

ACT Gambling Counselling and Support Service

Ph 1800 858 858

National Gambling Helpline

24/7 telephone help 1800 858 858

Gambling Help Online

www.gamblinghelponline.org.au

Information, 24/7 real time chat, email support.