

What are some of the warning signs?

Some of the signs which indicate someone might be experiencing gambling harm include:

- spending more time or money than they intend
- arguing with family and friends after gambling
- after losing, having an urge to return as soon as possible to win back losses
- feeling guilty or remorseful about gambling
- borrowing money or selling assets to gamble
- obtaining money to gamble through illegal means
- missing work or other commitments to gamble
- hiding the extent of their gambling.

Gamblinghelp
QUEENSLAND

Free and confidential advice
24 hours a day, 7 days a week

1800 858 858

gamblinghelpqld.org.au

No referrals required



For access to an interpreter in your own language call **131 450** and ask to be connected to the Gambling Helpline

Getting in over your head?

You can ban yourself from gambling here.

What are exclusions?

There are two types of exclusions in Queensland.

Self-exclusion

A self-exclusion (self-ban) is where you can request to be banned from specific gambling providers, products or services.

You can also choose to be banned from part of a venue—this may include the gaming machine area, Keno area, TAB area, or a combination of these areas. Whilst excluded from the selected areas, you may still enter other areas of the venue, such as the bistro or dining areas, for the duration of your exclusion.

Venues are required to assist any person requesting a self-exclusion. A nominated person at the venue (usually referred to as a customer liaison officer) should provide you with the self-exclusion forms and the contact details of your local Gambling Help service.

You can also ask a Gambling Help service to assist you to exclude remotely from one or more venues without having to physically enter a venue.

A self-exclusion will take effect immediately and remain in force for up to five years, but you have a cooling off period of 24 hours.

Venue-initiated exclusion

A venue-initiated exclusion is when a venue excludes/bans you from whole or part of the venue.

This may occur if the venue is concerned about your gambling behaviour and/or the venue has been approached by a concerned friend or family member.

If, following observations, the venue believes on reasonable grounds that you have a problem with gambling, the venue may exclude you from whole or part of the venue/gambling activity.

Alternatively, the venue may consider actively monitoring your gambling actions over a period of time before making a decision.

The action taken by the venue will depend upon your individual circumstances.

Any exclusion issued by the venue will take effect immediately and remain in force for up to five years.

What happens if I break the terms of the exclusion?

If you enter a venue or the part of venue where you are excluded you will be asked to leave. The incident will be reported to the Office of Liquor and Gaming Regulation for investigation which may result in a fine being issued to you.

What happens if the venue breaks the terms of the exclusion?

If the venue breaks the terms of your exclusion by not taking reasonable steps to prevent you from entering the venue or part of the venue from where you are excluded, you can report the incident to the Office of Liquor and Gaming Regulation. The incident will be investigated and the venue may be issued a fine.

Who will know about my exclusion?

Gambling venues are required to maintain a register of excluded persons which will only be available to staff that are required to be informed of exclusions (e.g. gaming room staff). Venues must otherwise keep your information confidential and should ensure your individual circumstances are respected at all times.

How can I cancel an exclusion?

An application to revoke your self-exclusion from a venue can be made either within the 24 hour cooling-off period, or after at least 12 months from the day you were given the exclusion order.

An application to revoke a venue-initiated exclusion may only be made one year after the day you were given the exclusion, and may be made only once per year commencing on the anniversary of the day you were given the exclusion.

What assistance can my local venue offer?

- Contact details of your local Gambling Help service.
- Assistance in completing forms.
- Active monitoring of your behaviour inside the venue.
- Brochures and information to help you.
- Answer any questions/queries you have.
- Speak with family and friends who are concerned about the gambling behaviour of someone they know.

What assistance can my local Gambling Help services offer?

- Help with completing and lodging forms for self-exclusion from one or more venues.
- Free and confidential counselling and advice for both gamblers and family members.
- Family counselling to help your family members come to terms with what has happened and to help you understand each other.
- Information and education on ways to control gambling.
- Referral to other services which may also be able to offer assistance.

Excluding from interactive wagering providers

BetStop – The National Self-Exclusion Register lets individuals self-exclude from all licensed Australian online and phone gambling providers in a single step.

To register for free for a period of 3 months to a lifetime, visit the website at betstop.gov.au