

# Pathways to support – Self Exclusion

### What is a Self-Exclusion program and how can it be accessed?

A Self-Exclusion program (SEP) is a service offered by the gaming industry to people who wish to ban themselves from gaming rooms in clubs and hotels around Victoria. The currently operating Self-Exclusion programs are:

- Australian Hotels Association (AHA): (03) 9654 3491 (24 hour, 7 day message service) or email [maha@ahavic.com.au](mailto:maha@ahavic.com.au)
- Community Clubs Victoria (CCV): 1300 787 852 or email [codeoffice@clubsvic.org](mailto:codeoffice@clubsvic.org).
- TAB: Call 1800 882 876 for information about Betcare, Tabcorp's wagering Self-Exclusion program, or talk to staff at any TAB outlet.
- Crown Casino: 1800 801 098 Crown Responsible Gaming Support Centre information about the Crown Casino Self-Exclusion program.

### How does Self-Exclusion work?

A person can enter a deed of Self-Exclusion, on a voluntary basis from the gaming room of a nominated venue or venues. The person commits to not entering the gaming room of nominated venues for between six months and two years. In addition, they authorise venue staff to stop them entering gaming room and if necessary remove them. A self-excluded person can still use the other facilities on offer at the venue. It is the responsibility of the gaming room staff at the venue to ask any person on the venue's Self-Exclusion program, once they are detected, to leave the gaming room.

### What can you do?

If someone else's gambling is affecting you, we offer free, confidential information, advice and support. Or you can attend counselling with your partner or family.

It can be helpful to know you are not the only one experiencing the impacts of gambling harm. We can help you find support from other people going through the same problems, either in a group setting or one on one. Call Gambler's Help on 1800 858 858 or Bethany Community Support on 5278 8122.

**For more information, contact  
Gambler's Help at Bethany**

Bethany Community Support 5278 8122 [www.bethany.org.au](http://www.bethany.org.au)  
Gamblers Help 1800 858 858 [www.gamblershelp.com.au](http://www.gamblershelp.com.au)

