

## ABOUT SELF EXCLUSION

**Many people visit clubs every week in Victoria and for most it is an enjoyable entertainment. However, some people may experience problems arising from their gambling activities. For these people ClubsVIC has developed the *Clubs Gaming Self Exclusion Program* as a major responsible gambling initiative.**

### **What is Self Exclusion?**

Self exclusion is a program for people who have made a choice to exclude themselves from playing gaming machines at a particular or group of venues. People who choose to enter the program make a commitment that they will not enter the restricted gaming area/s of venues from which they choose to be excluded. If you are a member of a club and decide to self exclude from gaming machine play you can still enjoy the other facilities of the club including the restaurant and sporting facilities.

### **How do I exclude myself?**

Ask any staff member or contact the Code Office on:

- **03 9349 2909** during office hours **or**
- **1800 641 503** the 24 hr free call telephone service

### **What does self exclusion involve?**

Self exclusion is free and customers' details are treated discreetly at all times.

The process for people who wish to self exclude from venues participating in this program is simple:

- You attend an interview and sign a deed of self exclusion by which you undertake not to enter gaming areas of the venues you nominate to be excluded from.
- The interview can take place in Melbourne or at a regional location to suit your needs.
- A Gamblers Help counsellor will be invited to attend at the interview if you wish.
- Your photo is taken, which is then forwarded to the venues you have nominated.
- The deed authorises the management of the venues you have nominated to take reasonable steps to ensure you do not enter the gaming areas.
- You set the self exclusion period which must be at least 6 months and can be up to 2 years.
- You can add venues to your list of those you wish to be excluded from by contacting the Code Office. You can also extend the term of your deed if you so wish.
- Although this program is for clubs we have protocols in place to assist people who wish to also self exclude from hotels and the casino.