

## **Voluntary Self Exclusion**

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

Voluntary self-exclusion is offered to people who want to stop gambling because it is causing problems in their lives. Program participants sign a deed of 'Self Exclusion' stating that they will not enter the restricted gaming area or play the machines in particular venues. They are able to attend the venue for a meal but are excluded from entering the gaming room at the venue. The deed also authorizes management of the venue to take reasonable steps to enforce the Self-Exclusion Deed. The deed can be effective for six to 24 months, depending on what the participant decides.

### **Who can access Voluntary Self Exclusion?**

The program can be accessed by anyone wishing to exclude themselves from gaming venues. The program is offered on a strictly voluntary basis and clients must commit to the conditions of the program by signing the deed of "Self Exclusion".

### **Who provides Voluntary Self Exclusion?**

Self-Exclusion is a Responsible Gaming initiative offered by the Australian Hotels and Hospitality Association and supported by the Victorian Gaming Machine Industry. This program is supported and funded by the gaming industry.

### **How do you access the program?**

To organize self exclusion within Victoria (excluding the Crown Casino) clients can contact the self-Exclusion Officer direct on (03) 9654 3491 during office hours. To organize exclusion from Crown Casino clients can contact the Crown Assistance Program on 1800 801 098. Alternatively, Gambler's Help counsellors can facilitate a referral for self exclusion, contact (03) 5823 3200 for more details.

### **Cost of the service?**

There is no charge for the Voluntary Self Exclusion Program and client details are treated with discretion at all times.