

## **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. 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.

### **How to exclude from a venue?**

#### To exclude from clubs-

Individuals can contact Clubs Victoria on (03) 9349 2909 during office hours to make an appointment.

#### To exclude from hotels-

Individuals can contact the Australian Hotels Association Self-Exclusion Officer on (03) 9654 3491 during office hours. A representative from the Australian Hotels and Hospitality Association attends Community Health on a regular basis to facilitate the signing of the deed.

*Please note that Self-Exclusion arrangements for Crown Casino and NSW licensed clubs and hotels differs to this process*

- To organise Self Exclusion from NSW Clubs and Hotels call (02) 9281 6922
- Crown Assistance Program on Free call 1800 801 098 (24 hours)

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

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