

What are some of the warning signs?

Some of the symptoms which indicate someone might have a problem with gambling 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.

Gambling^help

PHONE | **FACE-TO-FACE** | ONLINE

www.gamblinghelponline.org.au

1800 858 858

FREE | CONFIDENTIAL | 24/7

www.qld.gov.au/gamblinghelp

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 when you approach a venue and ask to be excluded/banned from whole or part of the venue.

This may be a result of you being concerned about the money and/or time spent in the venue and the negative impact this has on work/family life etc. This is an important step in dealing with problems associated with your gambling.

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.

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 must:

- actively monitor your gambling actions over a period of time and/or;
- exclude you from whole or part of the venue/gambling activity.

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 a fine may be issued.

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?

If you feel your situation has changed, you may lodge an application to revoke/cancel your exclusion with the venue.

An application 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.
- Legal paperwork and 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?

- Free and confidential face-to-face and telephone support.
- Counselling and advice to assist with gambling-related matters (including financial advice).
- 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.

Self-help guide

A self-help guide is also available to help gamblers identify and reduce the impact of their gambling habits.

The guide can be used in conjunction with counselling or as a self-management tool and can be downloaded from www.qld.gov.au/gamblinghelp

