

ACT Gambling Exclusion Scheme *Fact Sheet*

The ACT Gambling Exclusion Scheme provides a means for people to be excluded from gambling at gambling venues in the ACT.

Self-exclusion is where a person chooses to exclude themselves from gambling from as many gambling licensees in the ACT as they wish.

Licensee exclusion is where a gambling licensee believes the welfare of a person or their dependants is seriously at risk from the person's gambling. The licensee must exclude the person from gambling at their venue(s).

Gambling licensees in the ACT include:

- licensed clubs, hotels and taverns with electronic gaming machines;
- all TABCORP ACT facilities including branches, agencies, telephone, on course and online gambling facilities; and
- Casino Canberra.

A person who wants to exclude from other internet gambling services should contact the gambling provider. However, most Australian online wagering providers are licensed in the Northern Territory. Information about self-exclusion from online NT providers, including a form to exclude from as many of these as you wish, is available [here](#).

Self-exclusion

Self-exclusion is where a person chooses to exclude themselves from gambling from as many gambling licensees in the ACT as they believe they need to. This is done by completing a self-exclusion Deed.

A person can request assistance from a gambling venue, the ACT's Gambling Support Service or obtain a self-exclusion Deed and lodge it directly with the ACT Gambling and Racing Commission (the Commission). Contact details are provided at the end of this factsheet.

Self-exclusion places responsibility on the excluded person not to participate in gambling activities from which they are excluded. An excluded person is not eligible to claim a prize or winnings from a licensee they are excluded from.

Licensed gambling operators have a responsibility to enforce an exclusion from

gambling. Most gambling licensees enforce an exclusion from gambling by preventing the excluded person from entering their gambling venue(s) or asking the excluded person to leave if detected in their venue/s. A failure to enforce an exclusion may result in penalties under the law.

If there is a reason you need to attend the non-gaming areas of a venue you are excluded from, you can contact a Gambling Contact Officer (GCO) at the venue to discuss your options.

The self-exclusion process:

- It is important for a person who is considering self-exclusion to be fully informed about how exclusion works and to be aware of their rights and responsibilities.
- The Commission recommends seeking assistance from an ACT gambling venue, the ACT Gambling Support Service or the Commission for guidance.
- It is possible to proceed without assistance by obtaining information about self-exclusion and a self-exclusion Deed from the Commission's [website](#). The Deed must be completed and returned with supporting identification to the Commission.
- When completing the Deed the applicant needs to decide which licensee(s) they wish to be excluded from, and how long they wish to be excluded for.
- The minimum period of a self exclusion is six months and the maximum period is three years.
- A person may increase the number of gambling licensees they are excluded from or the length of their exclusion (up to maximum of three years) at any time.
- The applicant can also indicate on the Deed that they would like the ACT Gambling Support Service to contact them. This service is free of charge.
- The applicant needs to provide a photo or have one taken to help gambling venue staff identify and assist them should they enter a gambling venue from which they have self-excluded.
- Once the applicant signs the exclusion Deed it is uploaded into the exclusion database and relevant licensees are immediately notified.
- If an excluded person is detected breaching their self-exclusion the venue staff will ask the person to leave and will inform the Commission.

- At the end of their exclusion, a person can apply to the Commission or any ACT gambling venue to continue their exclusion for up to three years.
- A person can apply at any time to revoke their self-exclusion by lodging an application with the Commission or at a venue they are excluded from. There is a seven (7) day cooling off period after the application is received before the revocation becomes effective.
- After a self-exclusion ends, the gambling licensee(s) the person was excluded from may wish to meet with the excluded person to determine that gambling no longer poses a serious risk to their welfare before re-admitting them to their venue(s).

Licensee exclusion

Where the licensee of a gambling venue believes the welfare of a person or their dependants is seriously at risk from the person's gambling the licensee must prevent that person gambling at their venue(s). They will do this through a licensee exclusion.

The decision to exclude a person is often a difficult decision for a licensee to make. Sometimes something will happen that will give the licensee immediate cause for concern however it is more likely that a licensee will develop concerns over a period of time and the licensee is likely to have spoken with the person concerned before taking this step.

A licensee must provide a copy of the exclusion notice to the excluded person and this document will outline the reasons the licensee has taken this action.

A person who does not agree with the licensee's decision to exclude them may ask the licensee to reconsider and may also ask the Commission to review the exclusion.

A family member or friend of someone who they believe is being harmed by gambling may ask to speak with a Gambling Contact Officer (GCO) at a venue where that person gambles. The GCO should consider all information available to them when deciding whether the licensee needs to exclude a person because their gambling is posing a serious risk to their welfare.

A concerned family member or friend can also contact gambling support services for help and information with their own situation even if the gambler is not yet ready to seek help. The ACT Gambling Support Service also provides free financial counselling, including financial counselling, for anyone experiencing harm from their own gambling or someone else's gambling.

A concerned family member or friend who believes a GCO has not responded appropriately to their concerns may contact the Commission to seek further assistance.

Contact Information

The ACT Gambling and Racing Commission Exclusion Support Team

Ph (02) 6207 0359 (option 3)
GPO Box 158
Canberra ACT 2601
exclusionsupport@act.gov.au

ACT Gambling Support Service

To access the ACT's free and confidential support and information service, call 1800 858 858.
<https://actgamblingsupport.org.au/>

National Gambling Helpline

24/7 telephone help 1800 858 858

Gambling Help Online

www.gamblinghelponline.org.au
Information, 24/7 real time chat, email support. Free and confidential.

Exclusion from Northern Territory online providers

<https://nt.gov.au/industry/gambling/gambling/self-exclusion-from-a-sports-bookmaker-or-betting-exchange-operator>



Gambling & Racing Commission

GPO Box 158, Canberra City ACT 2601

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🌐 gamblingandracing.act.gov.au
📄 gambling-help/exclusion-support

