

What happens when I speak to a responsible gambling counsellor?

The responsible gambling counsellor will work with you to determine the best course of action to support the person you have nominated.

The responsible gambling counsellor, together with the club, will approach the player. Throughout the process, the player will be advised that the club is considering whether to enforce an involuntary exclusion. No mention should be made of a family-initiated exclusion to protect the privacy and secrecy of the family member.

How will the relevant person be approached?

Once the club completes a family-initiated exclusion approach form and it is received by the responsible gambling counsellor, a counsellor will contact the relevant person and discuss their gambling behaviours and self-exclusion.

The club should not alert the relevant person in question that the concern came from a family member.

Responsible gambling counsellors are there to help.

For confidential advice:

ClubSAFE Counselling*

1800 99 77 66

clubsafe@clubsnsw.com.au

**ClubSAFE Counselling is an initiative of ClubsNSW and your local club.*



ClubSAFE

What support is available to me?

The NSW Office of Responsible Gambling has a range of services and advice available

gambleaware.nsw.gov.au

1800 858 858

Gambleaware can support you on a range of matters including accessing financial counselling, providing coping strategies for help someone with a gambling problem.

Women

NSW Domestic Violent Line 1800 65 64 63

1800 RESPECT or 1800 737 728

Men

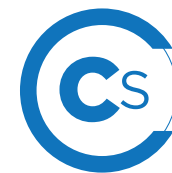
MensLine Australia 1300 78 99 78

1800 RESPECT or 1800 737 728



If you're concerned about a loved one's gambling, ask our staff how you can help.

Family-initiated exclusion



ClubSAFE

What is a family-initiated exclusion?

When a person's gambling is causing their family harm, it may be appropriate to consider applying for a family-initiated exclusion.

A responsible gambling counsellor will work with you, the player and the club, separately and privately, to determine whether an exclusion is necessary.

If a club enforces an exclusion, the player will be barred from accessing the gambling facilities of that club for 12 months.

Who can apply?

- a current spouse of the patron
 - a domestic partner
- an adult child of the patron
 - a parent of the patron.

How can a family member raise concerns about an individual's gambling?

Approach a staff member at your local club who can assist you with helping the relevant person take control of their gambling.

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Or complete a family-initiated exclusion approach form online by scanning this code with your phone:



Signs I may be experiencing gambling harm from a family member.

Financial

Often asking for money but unable to repay

Bills overdue

Increasing secrecy around finances or financial circumstances

Increasing debt without justification

They fluctuate between having excess money and struggling to find money

Behavioural

Reluctant to explain where they have been spending their time

They begin selling personal items without reason

Losing interest in usual activities

Neglecting personal responsibilities

They talk an unusual amount about gambling

Increased irritability

They get defensive about their gambling or money

They may be abusing drugs and alcohol