

SELF- EXCLUSION

FACT SHEET

What is self-exclusion?

Voluntary self-exclusion allows a person to exclude themselves from entering the gambling area of a casino or any pub, club or hotel that has pokie machines. This also includes pokie machines in TAB venues.

A self-exclusion is a legally binding agreement between you and the gambling operator. Basically, you agree not to gamble in the venues you have excluded from, and the gambling operator agrees to support you to leave if you do go in. You can be fined \$500 for breaching your exclusion agreement and venue staff can be fined \$5000 for allowing you to gamble while excluded.

Self-exclusion can be a very effective tool for reducing or stopping gambling. It can give you some time away from gambling to be gamble-free and help prevent the urge to gamble.

How is it done?

In person



Select venues you want to be excluded from.



Visit the venues with some form of ID



Take a support person with you so you are not tempted to gamble while you are at the venue. Your support person can be a friend, a family member, or even your counsellor/support worker.



You can also write to the venues and ask for an exclusion order. If you do this, you must supply a photo of yourself and provide contact details in each letter to each venue.

How do I choose pokie venues to exclude from?

You could start with the venues you frequent the most. It is highly likely that venue staff will know you and support you to be gamble free for your exclusion period. You can choose any venue or a number of venues in any area where you feel at risk.

For example, if your job or family commitments require you to travel away from home, and you feel at risk of gambling when you are away, you can choose to exclude from the venues in those areas. Chat with your counsellor, friend or MVE Coordinator about areas / venues you feel at risk and would like to exclude from.

How long do I exclude for?

An exclusion order can be issued for a period of up to two years. You can also renew your exclusion order as often as you require. It is up to you how long you want to exclude for.

If helpful, you can discuss the period of time with your counsellor, MVE Coordinator, a family member or friend. It is important to remember that your exclusion cannot be revoked | cancelled. This means that if you exclude for a period of 24 months, you cannot change your mind half-way through.



What is Multi-Venue Exclusion?

The Multi-Venue Exclusion (MVE) process was developed to make self-exclusions easier to complete and to reduce the stress of going into each venue. Using an MVE, you can exclude from multiple venues in multiple districts, including casinos.

There are a number of MVE Coordinators across New Zealand who can help you get an MVE in place. Staff at any PGF office can help you as can your counsellor. To complete an MVE you will need to consent to a photo being taken and you must also provide ID e.g. Driver Licence. An MVE is a legally binding agreement between you and the venue, and as such proof of identity is required.

What is Third-Party Exclusion?

One of the most common indicators of gambling harm is notification from a relation, family member or friend of the person affected by gambling.

Currently, there is no legislation or regulation that allows for an affected other e.g. wife, husband, partner etc to take out a third-party exclusion order.

However, affected others do not need to be powerless in this process.

Partners, family members or affected others can contact the gambling provider e.g. the Pub, Club, TAB, Casino and express concern about the person's gambling.

The family member/affected other should be asked by venue staff to provide the name of the person they have concerns about, and/or provide a physical description and information about the kind of harm e.g. length of time at the venue, money spent, bank transactions, and how harm is manifesting. Venue staff must take this information seriously and investigate.

If venue staff are convinced the third-party concern is genuine, they may take steps to exclude you from their venue to help you control your gambling.

The Department of Internal Affairs (DIA) has provided guidance for concerns of this nature.

What happens if you go into a venue when under an exclusion order?

If you go into the gaming area of a venue you have excluded from, you have breached the exclusion order. This means that venue staff will ask you to leave. In the event staff do not notice that you are on the premises and gambling, and you win, you will not be able to collect your winnings or recover your losses.

Breaching a self-exclusion order can result in Police being called and you can be fined \$500. A significant number of venues now have facial recognition technology. This means you are more likely to be picked up if you try to enter the venue and/or gaming area of a venue.

Can I cancel my self exclusion or MVE?

No, exclusion orders are legally binding documents and cannot be cancelled prior to their expiration date. When your MVE expires, you may not receive notification unless you have indicated on your MVE Request form that you want to be notified.

Most pubs, clubs and TAB premises will stop monitoring expired exclusion orders automatically and allow you to re-enter without any further contact. The same does not apply to casinos. After your casino exclusion order has expired, it is best to contact casino staff before going into their premises.

TAB exclusion

The TAB has an online form that you can download, complete and take in to any TAB for processing with your photo and ID. Alternatively, you can complete the exclusion form in a PGF office.

You can designate a region of the country to be excluded from or the whole of New Zealand. TAB do not process individual venues, and the exclusion will include any casino or pubs in the designated region if they have a TAB outlet.

The TAB will then close your betting account and refund any credit and outstanding bets. When the exclusion expires the TAB send a letter inviting you back to gambling unless they record that you have breached the agreement by visiting a TAB site during your exclusion.

TAB also offers a 'Set Your Limits' programme which allows you to designate spending limits on your phone account. See the TAB website for further details.

Casino exclusion

You may just want to self-exclude from a casino or add this to your list of other venues. Casinos share their exclusion orders, so your exclusion will include the other casinos across New Zealand e.g. Dunedin and Christchurch.

SkyCity Casino has strict re-entry criterion, and they will want to see proof that you have your gambling under control before they allow you back in to gamble. They may require proof of a set number of counselling sessions or ask you to set a pre-commitment limit and/or require proof of income or employment. Re-entry conditions may be enforced even if you wish to return to the casino many years later.