

Third Party Exclusions

Patrons can now have the self-exclusion process initiated by third parties, including family members and the Club.

Family initiated exclusion can be made by

- A current Spouse of the patron
- A domestic partner
- An adult child of the patron
- A parent of the patron

If a family member from the list above approaches an STS staff member you will need to put them in contact with a gambling counsellor to initiate the 3rd party exclusion.

ClubSAFE counselling - 1800 99 77 66 – email: clubsafe@clubsnsw.com.au

Or the family member can scan a QR code to take them to a clubsNSW 3rd party exclusion approach form.



Club staff MUST keep the identity of the Family Member seeking an exclusion confidential at all times.

Staff must under no circumstances tell the patron that their family has initiated a 3rd party exclusion.

The club may also initiate a 3rd party exclusion if the member is displaying signs of problem gambling.

In what circumstances may a Club request a Club-initiated exclusion?

A Player displaying certain strong signs of problem gambling, for example:

- seeking credit for gambling;
- seeking to borrow money for gambling;
- admitting to borrowing or stealing money to gamble; or
- leaving a minor unattended while playing gaming machines.

The Responsible Gambling Officer identifies that a person is recorded in the Gambling Incident Register multiple times.

N.B If behaviour warrants, such as damaging gaming machines or abusing

Signs of problem gambling

Financial signs

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.