

Third-Party Exclusions

The Gaming Code of Practice (“Code”) introduces Family-initiated and Club-initiated exclusions. These processes enable problem gamblers or players suspected of money laundering to be excluded from venues by a third party.

A club or family member who seeks to initiate a third-party exclusion must lodge an exclusion application with the Club’s responsible gambling provider (e.g. ClubSAFE or BetSafe), who will contact the person to be excluded. These providers should give Clubs a brochure that they can provide to a Family Member. The brochure features information on how to notify the club of any concerns with a family member’s gambling activity.

Regardless of the Club’s provider, Family Members can also be directed to the online Third-Party Exclusion Contact Form, available [here](#).

A Player can appeal third-party exclusions to the Code Adjudication Panel.

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

Who can request a Family-initiated exclusion?

- Spouse
- Domestic Partner
- Parent
- Adult Child

Responsible gambling counsellors are available to help

For confidential advice contact:

ClubSAFE Counselling
1800 99 77 66
clubsafe@clusnsw.com.au

BetSafe Counselling
02 9874 0744
enquiries@betsafe.com.au

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 staff, a Club may opt to ban the Player, if a member, through the disciplinary process under their Constitution