Remote self-exclusion flow chart

Remote self-exclusion
Patron contacts venue to discuss their difficulties in managing their gambling behaviour.

Provide patron with information on self-exclusion, including option to self-exclude remotely. Does the patron wish to proceed with self-exclusion?

Yes

No

If patron doesn't want to self-exclude, but you think they may be at risk of gambling related harm – refer to **venue-initiated exclusion flowchart**.

Venue gives patron contact details for gambling help service providers.

Venue contacts the gambling help service and gives them the name and email address of a contact person at the venue to receive the self-exclusion documents.

Patron contacts the gambling help service.

Gambling help service asks patron for:

- completed **Form 3A—self-exclusion notice**
- completed **remote self-exclusion authority and identification form**
- a clear, digital, colour photo of the person (head and shoulders shot)
- a copy of the person's photo identification.

They tell the patron:

- self-exclusion is for a 5-year period
- it can only be revoked within the initial 24-hour cooling-off period or after 12 months
- they can exclude from a gambling venue, part of a venue or a gambling product (e.g. they can just exclude from the gaming area).

Gambling help service provides the above to the venue.

Venue completes **Form 3B—self-exclusion order** and emails it to the patron and the gambling help service.

The 24-hour cooling-off period starts.

If the patron seeks to revoke the self-exclusion within the 24 hour cooling off period, refer to **revocation process flowchart**.

If patron breaches self-exclusion order, venue provides completed **Form 3H—notice of contravention of self-exclusion order/exclusion director** to OLGR.