[Self-exclusion from the casino and gaming venues](https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/community-support/self-exclusion-from-the-casino-and-gaming-venues)

People who struggle to control their gambling can ban themselves (enter a self-exclusion agreement) from gaming areas of:

* hotels and clubs​
* the Star casino.

You can also nominate an entire hotel or club for self-exclusion.

The minimum period for self-exclusion is six months for hotels and clubs and 12 months for the Star casino.

What does the law require?

In NSW, all gambling venues must offer a self-exclusion scheme. You will find the following information in all areas where there are gaming machines:

* the name and contact of a GambleAware counselling service
* a statement that tells you a self-exclusion scheme is available
* details for the person or organisation who can help you to self-exclude.

If you experience any issues with self-exclusion agreements, you may [**lodge a complaint here**](https://www.liquorandgaming.nsw.gov.au/community-and-stakeholders/have-your-say/complaints/make-a-complaint).

What are we trying to achieve?

We want to help individuals who are concerned about their gambling practices by providing them with an option to stop gambling for a set period of time, which will be enforced by the venue.

The law allows venue operators to devise their own scheme to cater for their particular setting and customers. This gives you and the operator flexibility in providing you with the specific support you need to control or stop gambling.

Gambling counselling and support services

Self-exclusion agreements are more effective if you also seek counselling and treatment to help you reduce or stop your gambling.

Gamble Aware NSW - 1800 858 858

If you’re based in NSW and have a gambling-related issue or you’re worried about a friend or loved one, GambleAware can help. GambleAware offers free and confidential counselling and professional support services such as financial counselling, self-help tools across a range of different locations and modes (in person, over the phone, online).

Learn more on the **[GambleAware website](https://www.gambleaware.nsw.gov.au/" \t "_blank)** or call GambleAware on [**1800 858 858**](tel:1800858858) and arrange to talk to a counsellor near you.

The NSW Government has approved the following organisations as providers of gambling counselling services to hotels and clubs:

* [**GambleAware services**](https://www.gambleaware.nsw.gov.au/)
* [**Betsafe**](https://www.betsafe.com.au/self_exclusion)
* [**ClubSafe**](https://www.clubsnsw.com.au/Services/Clubsafe/What-We-Do)- operated by ClubsNSW