Do you need some help to get control of your gambling? Self-exclusion is available in all casinos hotels clubs and bet outlets in Queensland.

Self-exclusion is a process where a patron makes a request to a venue for a gambling ban. It's fast and easy to do and it works each venue has a nominated staff member to help patrons with exclusion. They are usually referred to as a customer liaison officer venue. Staff are specially trained to help customers that may be having issues with their gambling the customer liaison officer will listen to your story and suggest options that you can consider.

These may include self-exclusion or getting help from a counsellor at the gambling help service. Both options are free and confidential self-exclusion is easy and takes less than 15 minutes these are the steps.

The customer liaison officer Cielo will explain the process and give you a gambling help brochure to take home you'll then complete form 3 a self-exclusion notice together where you request the venue to exclude you from gambling there depending on the venue.

You may be able to exclude from the whole venue the gaming machine area gaming area or a gambling activity at the venue. Speak with venue staff about what options are available to you the CLO will take your photograph or photocopy your driver's license the CLO then completes form 3 be self-exclusion order and gives you a copy to take home.

The CLO may also provide you with a copy of the venue's privacy policy. There is a 24-hour cooling-off period. After this expires the exclusion order lasts for five years you can ask to have the order revoked after one year the venue will remove you from any mail or email lists so that you won't receive any promotions.

Exclusion orders are backed by legislation and there are penalties for breaching the order both for you and the venue for self-exclusion.

Ask to speak to the customer liaison officer at your local venue or contact the gambling help service. It's free, confidential and has a good success rate in helping people control their gambling.

They can also assist with family counselling to help your family members understand the situation.