

Beating the Odds

It may be relative, partner or friend that identifies that a participant may have difficulties with gambling. If you are a participant, you may wish to discuss your gambling with a professional. Partners or friends with similar concerns for you, individuals may wish to order to assess the impact that participation in gambling activities may have.

... if gambling has become a problem:

Do you hide your gambling from those around you?

Do you stay away from work or college to gamble?

Do you gamble more than you can afford to lose? Do you gamble more often than you intended? Do you gamble again as soon as possible?

Do you gamble when you are stressed, depressed, or bored? Do you gamble to escape your problems?

Have you ever lied to cover up the amount of money you have gambled?

Have others ever criticised your gambling?

Have you lost interest in your family, friends or hobbies?

Do arguments, frustrations or disappointments make you want to gamble?

Do you feel depressed or even suicidal because of your gambling?

If some of the above signs are present, it is likely that a gambling problem exists. Should you, participant feel they are likely to have a gambling problem, they seek an immediate stop to their gambling activity.

Counselling and support services

Are you a problem gambler? Do you need help? If you are a family member for that, you can expect to be able to help you. You can find out more about the services available at Be Gamble.

Self-exclusion

Self-exclusion means you can take a break from gambling. It means you can't place bets or gamble on any of our products or services for a set period of time. Self-exclusion is available for all our products and services. It includes our self-exclusion form.

We would recommend that any individuals wishing to self-exclude also contact one of the organisations listed on our website, under 'counselling and support services' for further advice on gambling.

Details regarding our Self-exclusion form

We will update your records within two days of receiving your self-exclusion form.

We will close your lottery account and stop sending you marketing material related to gambling.

If we hold money in your account, we will return it to you.

We will not write you on our national self-exclusion register along with credit card numbers you have used for previous gambling.

You cannot get out of self-

You can extend your period of exclusion in 12-month periods.

If you do not contact us to end your self-exclusion, it will automatically extend for a further 12 months.

unless you tell us by phone or in person that you want to gamble again.

We will not send you any marketing material in this automatic extension period.

If you want to end your self-exclusion during the automatic extension period, you must contact us.

We will impose a 24-hour cooling-off period after the automatic extension period passes their